

Role Profile

Title:

PA (to the Director of Corporate Services) and Membership Administrator

Location:

Waterloo, SE1 8UL

Office based 2 days, Home based 3 days

Reports to:

Director of Corporate Services

Salary:

£35,000 to £40,000

Role purpose

Provides support to the Director of Corporate Services and delivers accurate, reliable administrative support to the Association's membership function. Ensures effective organisation of the Director's diary, meetings and workflows, and supports efficient and customer-focused membership operations.

Accountabilities

Summary of Responsibilities and Duties

- Act as personal assistant to the Director of Corporate Services.
 - Coordinate and organise the Director's diary, including scheduling meetings, anticipating clashes, and ensuring adequate preparation time.
 - Arrange logistics for internal meetings, staff meetings and Board-related activities, such as room bookings, catering, and dietary requirements.
 - Support preparation of Board packs by collating PDFs, checking sequencing, and circulating documents to agreed timelines.
 - Support corporate governance tasks by collating documents and arranging logistics for Board and AGM activities.
 - Prepare accurate minutes of meetings when required.
 - Take ownership of practical office coordination tasks, ensuring issues are addressed promptly and proactively.
 - Assist with light support to the CEO for meeting arrangements and logistics, under the Director's supervision.
- Provide administrative support for our membership function.
 - Respond effectively to telephone and email enquiries, referring detailed and complex enquiries to the most appropriate staff member or external organisation.



- Handle public enquiries relating to the Association's Find Care directory, providing clear guidance and directing individuals to appropriate information or services.
- Maintain accurate records and filing systems.
- Use the CRM system to obtain and enter information about our members.
- Maintain high standards of CRM accuracy through regular data checks and updates.
- Ensure contact with members and others exemplifies a professional standard in line with the Association's principles.
- Prepare templated membership communications and renewal documentation.
- Support the administration of membership-related events and webinars where required.

Reporting and KPIs

- Log statistics for Key Performance Indicators (KPIs) and support the Director in reviewing and sharing.

Contacts and Relationships (**customer focus, both internal and external**)

- All Homecare Association staff, Chair, Vice-Chair, officers and other board members.
- Homecare providers (members and non-members).
- Members of the public using the Association's Find Care directory.

Management and leadership (customer focus, both internal and external)

- The person in this role will use the company's IT resources, like databases, email, and presentation tools.
- As the first point of contact, the role-holder plays a crucial role in shaping callers' perception of the Homecare Association's friendliness, competence, knowledge, and commitment.
- As a key administrative contact for the Director and CEO, support professional and well-organised interactions across the organisation and with external stakeholders.
- Demonstrate confidentiality when dealing with matters of a sensitive or personal nature.
- Build and maintain a positive working relationship with staff both inside and outside the organisation.

Professional development

- Demonstrate a commitment to own professional development, identifying training needs and suitable courses to undertake to ensure continual development of skills.

Dimensions

- No direct responsibility for budgets.
- No direct line management responsibility.

General

Undertake other such duties as may be required by the Director of Corporate Services.

Equal opportunities

Always promote and act in accordance with the Company's Equal Opportunities Policy.

Confidentiality

We would like to bring your attention to the confidential nature of this post. Disclosures of confidential information or disclosures of any personal data can result in prosecution for an offence under the General Data Protection Regulations 2018 or an action for civil damages under the same Act in addition to any disciplinary action taken by the Association which might include dismissal.

Health and Safety

Under the provisions contained in the Health & Safety at Work Act 1974, it is the duty of every employee:

- To take reasonable care of themselves and of others at work.
- To co-operate with the company, as far as necessary, to enable them to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health and safety reasons or welfare at work.
- To report any accident or untoward incident, to take appropriate remedial action as appropriate and to report fully to your Manager or Supervisor.
- To ensure that all appropriate risk assessments are in place.

Other duties

This role profile is not an exhaustive list of duties but is intended to give a general indication of the range of work undertaken and will vary in detail in light of changing demands and priorities within the Association. Substantial changes in the range of work undertaken will be carried out in consultation with the postholder.



Person Specification

Criteria	Essential	Desirable
Knowledge, skills, and experience	<p>Good communicator both verbally and in writing.</p> <p>Strong organisational skills, exceptional attention to detail and well organised.</p> <p>Effective problem-solving skills and sound judgement in managing tasks and priorities.</p> <p>Demonstrated ability to manage multiple workflows and deadlines independently.</p> <p>Confident in speaking with members of the public and providing clear, practical information over the phone and by email.</p> <p>Experience using CRM systems and maintaining accurate data.</p> <p>Skill in handling sensitive and confidential data.</p> <p>Proficient in utilising Microsoft Office products, including Word, Excel, PowerPoint, and Outlook.</p>	<p>Experience providing support to senior leaders, including diary coordination and meeting logistics.</p>
Qualifications	<p>Business administration qualification or equivalent relevant experience.</p>	
Training	<p>Evidence of commitment to continuous professional development.</p>	



Criteria	Essential	Desirable
Values, skills, and personal attributes	<p>Strong alignment with the Association's principles – Integrity, Intelligence, Approachability, Inspiration, and Influence (see attached).</p> <p>Able to exercise judgement in prioritising tasks and escalating issues appropriately.</p> <p>Calm, organised, and reliable when managing competing demands.</p>	



Principles – what we value and what drives our culture

Principle	Meaning
Integrity	It is important to us to be honest, trusted, reliable, grounded, and stable.
Intelligence	It is important to us to adopt an intelligent and evidence-based approach to our work. This includes intelligent use of resources, as well as researching, analysing, questioning, and synthesising data, creating insights and information which offer value.
Inclusiveness	It is important to us that we are welcoming and engaging, treating others with respect, listening carefully and with empathy to achieve understanding.
Inspiration	It is important to us to inspire and motivate others, being ambitious, creative, confident, and courageous, and acting with conviction.
Influence	It is important to us that we have a positive impact, leading and influencing others through skilful communication and development of relationships, to act.

Staff Benefits

As an employee of the Homecare Association, you will have access to the following benefits:

1. Death in Service Insurance

In the unfortunate event of your death while employed by the Homecare Association the scheme will make a payment to a nominated beneficiary(s) of 4 times your salary.

2. Annual leave

Staff are entitled to 28 days annual leave. Staff may be required to take 3 of these days over the Christmas holiday period if the offices are closed. These entitlements are in addition to all public Bank Holidays in England.

Annual leave and bank holiday entitlement for part-time staff and those on fixed-term contracts are on a pro rata basis.

3. Occupational Sick Pay Scheme

Upon successful completion of probation, staff are entitled to occupational sick pay calculated on an incremental allowance based on length of service.

For staff recruited after 1 July 2022, the entitlement is:

Length of service	Sick pay entitlement
< 6 months	2 weeks full pay
6-12 months	2 weeks full pay, 2 weeks half pay
12-36 months	4 weeks full pay, 4 weeks half pay
Over 36 months	8 weeks full pay, 8 weeks half pay

4. Pension Scheme

New employees will be automatically enrolled into the pension scheme. Employees are required to make a 3% contribution to the scheme and the Association will contribute 7% of your total pay.

Employees can contribute more if they wish, via deduction from net salary net of basic rate of tax, which is then credited in full by Royal London.

You will have the right to opt-out of the pension scheme at enrolment or leave the scheme (suspend contributions) in future once enrolled if you wish, but in both instances, you will forego the employer contribution as well as not contribute yourself.



5. Employee Assistance Programme

Telephone support is available to employees 24/7 for issues they may be facing, such as work-related stress, depression, relationship issues, legal concerns, coping with change, parenting issues, financial concerns, and more. Training and guidance are also available on topics that relate to employee well-being. Face to face counselling sessions can also be arranged.

6. Season Ticket Loans

Where appropriate, staff may request a season ticket loan which is repayable over the duration of the season ticket. More information is available on request.

7. Health Cash Plan

To support your health and well-being, Homecare Association provides all members of staff with access to the Select Health Cash Plan, provided by Health Shield. This benefit gives you money back on healthcare costs and access to other health-related support including:

- A counselling and support helpline offering support for stress, anxiety, bereavement, financial concerns and family issues.
- My GP Anytime: A direct line to a doctor via phone or video chat and prescriptions.
- My Health Assessments: Online health and lifestyle analysis supported by nutrition diaries, stress and fitness programmes plus video guides.
- Perks: Access to a variety of perks and discounts from high street retailers.
- SkinVision: accurate and timely skin cancer detection, along with the most reliable personalised skin health advice and health path recommendation.
- My Gym Discounts: savings on gym memberships at over 3,600 UK locations and discounted access to a wide range of digital fitness subscriptions.