

Role summary

Under the direction of the group/department heads, the PA is responsible for the support and overall administrative co-ordination of the group/department. A resourceful and flexible approach is required. The person is to be able to work on their own initiative, be self-motivated and proactive. The position requires a high degree of responsibility, discretion, and confidentiality.

The PA is responsible for carrying out the following duties in accordance with Foster + Partners procedures as found in the Administration Guide.

Role Definition

Job title: PA (Personal Assistant)
Reporting to: Administration Manager on a day-to-day basis, and ultimately the Head of Office Services

Responsibilities

- Manage the diary of the Senior Partners and Partners, using initiative to make considered judgements when juggling multiple demands/changing priorities
- Act as the internal and external first point of contact for the Senior Partner and Partners, gatekeeping as required
- Effectively and efficiently manage telephone calls, emails, and other correspondence on behalf of the Senior Partners, Partners, and teams, diverting correspondence to other staff where appropriate and replying on behalf of or researching, preparing information, and drafting replies on behalf of the group/department Heads
- Effectively and efficiently manage meeting arrangements including room bookings, catering requirements, logistics, presentation set up, and presentation material
- Anticipate and initiate reports on behalf of Senior Partners/Partners as required
- Anticipate and initiate follow up correspondence after meetings and events
- Provide administrative support including financial administration, management of expenses, and filing, typing and editing documents
- Coordinate complex travel arrangements for UK and international travel including passport and visa assistance as required
- Undertake research as requested/directed by the group/department Heads
- Suggest and implement new initiatives to support the development of the role as required
- Maintain open and effective working relationships with senior management and colleagues
- Regular liaison with other departments to ensure housekeeping policy and general office standards are maintained
- Flexibility and cover as required
- Ensure that all tasks/duties are carried out in accordance with F+P procedures and standards as stated in the Administration Guide
- Undertake other ad hoc duties as required at the direction of the HoOS
- Contribute, or otherwise assist, as required
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
- Thorough knowledge of and compliance with F+P procedures and standards

Qualities and Skills Required

- Able to demonstrate proficiency in the responsibilities of the role
- Legally able to work in the country in which the position is based

- Demonstrated experience of complex diary and travel management
- Demonstrated experience of working on confidential matters, using tact and discretion
- Demonstrated experience of working at senior level, liaising with senior executives
- Demonstrated proficiency in using Microsoft Outlook, Word, and Excel
- Fluent English, spoken and written is essential
- Shipping/customs experience or interest is desirable
- Smart and professional dress and personal presentation at all times, acting as an ambassador on behalf of Foster + Partners
- Professional, confident, courteous and helpful manner
- Punctual and reliable
- Ability to manage and prioritise tasks and time efficiently
- Excellent written and verbal communication skills - articulate and diplomatic manner
- Excellent organisational skills
- Resilient to cope with conflicting demands, able to prioritise duties and work under pressure while remaining calm and professional at all times
- Able to demonstrate initiative and a proactive approach
- Flexible attitude
- Ability to work independently and as part of an effective team
- Ensure that discretion is exercised when dealing with sensitive information and enquiries, and to ensure that appropriate confidentiality is maintained at all times
- Excellent interpersonal skills and ability to work well with all levels of management and staff both internally and externally
- Thorough knowledge of, and compliance with, secretarial administrative procedures and standards
- Methodical, accurate and consistent attention to detail
- Self-motivation and ability to take responsibility
- Commitment to maintaining and promoting high standards of the role
- Empathy with a creative environment

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.