

Personal Assistant to the Chief Executive **mencap**

You will provide proactive, confidential support to the Chief Executive, protecting their time and helping them focus on Mencap's priorities and the people we are here to serve.

What you will do

- You will manage daily scheduling and logistics for the Chief Executive's diary, following priorities agreed with the Head of Office and escalating conflicting requests.
- You will anticipate needs, resolve day-to-day issues and flag urgent matters with sound judgement.
- You will manage correspondence and meeting requests, drafting responses and escalating sensitive matters for the Chief Executive's attention.
- You will handle confidential information with absolute discretion, maintaining accurate records and secure ways of working.
- You will coordinate briefings, agendas and papers so the Chief Executive has timely, accurate information for meetings and engagements.
- You will organise travel, visits and events, managing logistics and accessibility needs so arrangements run smoothly.
- You will work with the Head of Office, who retains oversight of Executive priorities, governance coordination and leadership of the Executive support team.
- You will record decisions and actions at agreed meetings, follow up with colleagues and flag delays or risks to delivery.
- You will be a trusted first point of contact for colleagues, Trustees and external stakeholders.
- You will demonstrate best practice in executive support, coordinate agreed small projects and improve office processes,.

About you

A trusted, organised partner who helps the Chief Executive make the greatest impact

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"Listening, supporting and including one another is a vital part of working at Mencap."

Essential criteria

- Experience providing PA or executive support to a Chief Executive or senior executive, managing a complex diary, correspondence and competing demands.
- Excellent organisation and judgement to plan ahead, protect priority work and respond calmly to urgent requests or changing plans.
- Discretion with sensitive information, professional boundaries and the ability to act independently while knowing when to escalate.
- Clear, accessible communication and strong relationships with senior colleagues, Trustees and external contacts, adapting to different audiences.
- Ability to coordinate meetings, visits and events, collate papers, take accurate minutes and follow up actions and deadlines.
- Confidence using Microsoft 365, including Outlook, Teams, SharePoint and PowerPoint. Accuracy with documents, expenses and financial records.
- A collaborative approach, initiative to anticipate practical needs and the ability to improve administrative processes within the role's remit.
- Commitment to Mencap's values, Belonging, equity and inclusion, and improving the lives of people with a learning disability. Willingness to learn about accessible communication and participation.

Desirable criteria

- Direct experience supporting a Chief Executive, or senior Executive particularly in a large or complex organisation.
- Experience in a charity or disability organisation, including working alongside people with a learning disability and their families.
- Experience supporting Board or Executive meetings, with an understanding of governance and the different roles of Trustees and executives.
- Experience coordinating small projects or improving office systems and administrative processes.
- Experience supporting senior recruitment and onboarding, or providing more detailed budget monitoring support.

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"The right attitude and living our values is really important. You need be willing to learn, grow and change for yourself and for Mencap's future."

This is a full-time, Monday–Friday role based in London, with additional travel required for meetings and events as needed.

Who you can expect to work with

Chief Executive, Executive team, Chair and Trustees

MPs, local and national government personnel

People with a learning disability and their families

Supporters and contacts from the wider sector

Chief Executive's Office and colleagues across Mencap



▶ [Click here to listen to what our colleagues think](#)

Mencap's values and how they apply to this role

We are
Passionate
about making
the world a
better place

You will be passionate about Mencap's purpose, helping the Chief Executive focus on work that improves the lives of people with a learning disability.

We are
Inclusive
of everyone

You will be inclusive by making meetings and communication accessible, listening to different views and helping people with a learning disability contribute.

We are
Brave
we challenge
and try new
things

You will be brave by raising concerns respectfully, flagging competing priorities and suggesting better ways to support the Chief Executive.

We are
Positive
in our work
and with each
other

You will be positive by staying calm when plans change, finding practical solutions and building constructive relationships across the Chief Executive's Office.

We are
Kind
to everyone

You will be kind and considerate in every interaction, treating people with respect and making the Chief Executive's Office welcoming and supportive.