

Personal Assistant

Business support roles at Mencap are staffed by organised and dependable people driven by organisational priorities. Often working behind the scenes, they have a significant impact on the people we are here to serve.

What you will do

- You will be at the heart of Executive business operations and activities, taking ownership of the people and business needs of the Executive and leadership teams
- You will role model empowered working, working alongside, rather than for the Executive
- You will anticipate the needs of the Executive and their team members and help them stay focused on their priorities by resolving operational and administrative issues before they arise
- You will work with absolute discretion to ensure that the Executive team have everything they need to be effective and visible leaders
- You will work collaboratively across teams and directorates to build strong partnerships to support the Executive to do their jobs well, working closely with senior leadership teams
- You will oversee the busy and ever-changing diaries of the Executive, prioritising meetings and scheduling time for reading, thinking and preparing
- You will work closely within and beyond directorates ensuring there is great communication between the Executive, their senior leaders and the rest of the Executive team
- You will take the lead on certain pieces of work – delivering all objectives to a high standard and always on time
- You will establish and maintain procedures to support the efficient running of the Executive office
- You will be visible across directorates, attending meetings where necessary as agreed with the Executive

About you

A passion for supporting people and working as part of a team

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



What you will bring

- A commitment to improving the lives of people with a learning disability; our Mencap values; and a determination to contribute to improving equity, diversity and inclusion within Mencap.
- You will be organised, structured and methodical in managing multiple tasks and events impacting the work of the Directorate. This will involve the ability to multi-task and change direction quickly, re-prioritising as you go!
- You will have excellent communication skills both in writing and in interacting with a variety of people both individually and in meetings on behalf of the Directors. You will be able to tailor communications to a variety of internal and external audiences.
- You will have proven project management skills in organising meetings and other key events.
- You will be happy taking minutes and managing actions arising from key meetings involving the Directors.
- You will demonstrate integrity and professionalism in everything you do and create positive and collaborative working relationships across Mencap.
- You will demonstrate resilience and flexibility in a fast-pace, high-profile environment.
- Contribution to continuous improvement in your own area of responsibility.

Your experience

- Previous experience in a similar role is essential.
- Experience of working with people with a learning disability or a willingness to learn more.
- Working flexibly using initiative and drive to deal with unexpected situations or last-minute changes in a dynamic organisation.
- You will be comfortable using MS Teams, PowerPoint and other systems to produce documents and presentations in collaboration with the Executive.
- Understanding of financial administration and budgets.
- Managing diaries, correspondence and telephone calls.
- Supporting senior leader recruitment and onboarding.
- Being the first point of contact for key stakeholders.

About you

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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."

If you are an unflappable, executive partner with an eye for detail – please apply!

Who you can expect to work with

Executive directors, Trustees and leadership team

MPs, local and national government personnel

People with a learning disability and their families

Supporters and contacts from the wider sector

Colleagues from 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 how you and your colleagues can improve the lives of people with a learning disability through our work, reflecting always how you and your team can learn and improve

We are
Inclusive
of everyone

You will be inclusive by making sure that you engage with the whole Mencap community. Within your team you will work to make sure all voices are heard and different views listened to

We are
Brave
we challenge
and try new
things

You will be brave by encouraging people to have big ideas about what would make their community the best place for all people to live and you will work to test things out and learn from mistakes

We are
Positive
in our work
and with each
other

You will be positive in how you work with your team. You will encourage colleagues to share their own ideas and support honest and open conversations about what could be better

We are
Kind
to everyone

You will be kind and considerate in all of your interactions, and will call out any behaviour that is not, so that people feel it is a safe place to work