

JOB DESCRIPTION



Executive PA

Reporting to Chief Executive

40 hours per week including occasional evening and weekend work

Salary: circa £35k plus excellent benefits

Roehampton Club is an award winning multi sports club based in South West London. We are currently seeking a flexible and experienced PA to primarily support the Chief Executive and at times support the General Manager and Human Resources Manager.

Roehampton Club prides itself on its One Team ethos and we believe our greatest asset is the people who manage the Club for our membership. We currently hold Gold accreditation for Investors in People and are a proactive employer which develops its staff for their future.

Key Responsibilities:

PA: To provide administrative and operational support to all activities of the Chief Executive by;

- Arranging diary / meetings for CEO and the Board of Directors
- Deal with all CEO correspondence and manage all incoming calls
- Assist Members with queries both face to face and written
- Compile Board Papers for circulation
- Service House Committee and all Forum meetings; compiling papers, taking and circulating minutes
- Attending meetings taking minutes/notes as required
- Duty Managers rotas and weekly rotas
- To provide ad hoc support to the Senior Management Team and Board Directors
- Companies House Administration and AGM minutes
- Assist Membership in preparing the monthly Prospective Member list and other administrative tasks
- Manage the organisation of events such as Tennis Championships Guests, Hon. Members lunch, Past Chairman's lunch, Staff Quarterly update meetings

Member Relations Facilitator: To help ensure members receive a consistently high quality of service and communication throughout the club by;

- Administering the comment card system, Member Forums and other feedback forums.
- Addressing the issues that arise by operational enhancements and training initiatives, in conjunction with departmental managers.
- Following up on member requests with the MMT and SMT

Creche: Be the day to day Club contact for the Creche staff, supporting the HR Manager and Creche Manager

Office Management:

- To help the HR Manager organise staff social events, raffles and fundraisers
- To provide confidential administrative support to the HR Manager
- To work as part of the Club's Middle Management Team supporting the Senior Management Team

Technical qualifications and competencies:

- Experience of working as a PA at a senior level; ideally within a similar club/hospitality environment
- To be the model of discretion and integrity when dealing with confidential information
- Ability to deal effectively and establish rapport with people at all levels
- Excellent awareness of the principles of customer service delivery
- Strong communication skills, both written and verbal
- Be commercially aware and numerate
- Ability to prioritise workload and work under pressure with a flexible approach

- Good working knowledge of MS Office (Outlook, Word, PowerPoint, Excel, Access)
- Desirable; knowledge of HR practices and willingness to learn

Benefits include:

- Lieu time for time worked over contracted hours
- Meal whilst on duty
- Generous company pension after a qualifying period
- Staff Fund of £500 paid twice yearly after qualifying period
- Use of Club's facilities on working day following qualifying period
- Parking
- Death in Service of 4 x salary
- 2 days 'Life Leave' per annum
- Ongoing training and development

The above job description is not exhaustive and you may be required to carry out tasks as specified by the Club that are outside the content of your job description on occasion.

To apply send a covering letter and CV to Susan Barton, Human Resources Manager
Email: susan.barton@roehamptonclub.co.uk Closing date: 12th January 2023