

Job Title: PA to the CEO and Leadership Team
Reports To: Chief Executive Officer
Location: Oak Tree Farm, Wetheral
Job Type: Part time – 20 hours per week
Salary: £13,000

Role Purpose

The PA to the CEO and Leadership Team will provide high-level administrative support to ensure the smooth management of day-to-day affairs and the most effective use of leadership time.

The role will include diary management, meeting coordination, confidential HR administration tasks, and communication with a wide range of stakeholders including staff, volunteers, and external partners.

The postholder will need to handle sensitive and complex issues with professionalism, discretion, and tact, while maintaining excellent organisational systems to support the leadership of Oak Tree Animals' Charity.

Main Responsibilities

- Manage the diaries of the CEO and Leadership Team, prioritising and coordinating appointments effectively.
- Organise meetings, prepare agendas, circulate papers, and take accurate minutes, ensuring timely distribution and follow-up of actions.
- Handle confidential correspondence and communication with internal and external stakeholders, including staff, volunteers, supporters, the media, and local government.
- Undertake research and information-gathering tasks to support projects and decision-making.
- Provide HR administrative support, ensuring records are accurate and up to date.
- Draft, proofread, and format correspondence, reports, and presentations to a high standard.
- Maintain and update electronic and paper-based filing systems, ensuring accuracy and accessibility.
- Assist in the preparation of reports, briefings, and other documentation for the CEO and Leadership Team.
- Support internal communications, helping to ensure effective information flow across the organisation.
- Provide general administrative support to the CEO and Leadership Team as required.

Values and Behaviours

E	Shows pride and excellence in delivery
E	Demonstrates respect and kindness toward staff, volunteers, and supporters
E	Works collaboratively across teams and departments
E	Acts with integrity, transparency, and compassion in all interactions
E	Proactive, adaptable, and solution-focused
E	Supports and promotes a positive team culture

Education, Training, Qualifications, Experience

E	Proven experience of providing PA or senior administrative support.
E	Excellent written and verbal communication skills, with attention to detail.
E	High level of professionalism, tact, and discretion when dealing with sensitive or confidential matters.
E	Strong IT skills, including Microsoft Office Suite and databases.
E	Ability to work independently, using initiative and maintaining accuracy under pressure.
D	Experience working within a charity, not-for-profit, or public sector organisation.
D	HR administration experience.

Leadership and Management

E	Excellent organisational and project management skills.
E	Confident in working independently and taking initiative, while also collaborating effectively.
E	Ability to prioritise and manage multiple deadlines in a dynamic environment.
E	Comfortable working independently while remaining team-oriented

Animal Welfare Knowledge/Understanding

E	Committed to the Charity's mission and welfare principles
E	Understands the role of administrative support in enabling animal care and organisational success.

Improving & Developing Good Practice

E	Seeks and uses feedback to improve processes and working practices.
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E	Able to learn from data and apply insights to improve future performance.
E	Ensures compliance and best practice in all administrative activities.
E	Ensures compliance and best practice in all fundraising activities
E	Contributes to a culture of innovation and learning within the team.

Personal Qualities and Attributes

E	Friendly, confident communicator who enjoys engaging with people
E	Highly organised, with excellent attention to detail
E	Positive, enthusiastic, and motivated to make a difference
E	Comfortable working under pressure and managing multiple priorities
E	Committed to personal development and continuous learning
E	Empathetic and able to handle sensitive supporter interactions