

Our Purpose

Working together to secure a thriving future for the railway and for the communities we serve

Your Role: Executive Personal Assistant

Your Purpose:

As one of our Executive Personal Assistant's, you will enable the Executive Team to focus on what matters most by expertly organising, prioritising and managing their day-to-day activity, with a proactive, flexible approach. You will provide high-quality meeting and administrative support, manage information with precision, and use sound judgement and autonomy to make the best use of executive time. Working collaboratively and discreetly, you will deliver a seamless, professional service that reflects our ways of working and meets the highest standards of accuracy and confidentiality.

Your talents

- ✓ **You keep our leaders one step ahead** You expertly manage diaries and priorities to make the best use of Executive time
- ✓ **You're brilliantly organised** You spin many plates without dropping any, keeping everything running smoothly
- ✓ **You communicate with impact** You build strong relationships and handle communication with clarity, professionalism and confidence
- ✓ **You are calm under pressure** You adapt quickly, juggle changing priorities and stay composed in a fast-paced environment
- ✓ **You think what if** You anticipate needs, solve problems early and work independently to keep things moving
- ✓ **You are trusted with sensitive information** You handle sensitivity with discretion, accuracy and integrity
- ✓ **You connect the dots** You collaborate effortlessly with colleagues to create a polished, professional experience for everyone, unblocking anything that gets in the way



Your Responsibilities & Accountabilities

- ✓ Provide high-quality support, drafting presentations, reports and correspondence with accuracy and strong attention to detail
- ✓ Manage calls, emails and queries, prioritising and ensuring timely responses
- ✓ Manage Executive diaries, using judgement to anticipate conflicts and optimise time
- ✓ Arrange meetings, coordinate logistics, prepare papers, reports and capture actions or minutes
- ✓ Organise leadership events and conferences end-to-end
- ✓ Book travel, accommodation and venues in line with policy
- ✓ Maintain records including timesheets, annual leave and documentation with precision
- ✓ Process expenses, purchases and reconcile credit card statements with high attention to detail
- ✓ Track and follow up actions to ensure timely completion
- ✓ Welcome guests and support meetings at locations across the network
- ✓ Manage inboxes and maintain organised filing systems
- ✓ Provide ad-hoc support including onboarding, presentations, report writing and travel
- ✓ Manage diary conflicts and make decisions on behalf of the Director
- ✓ Maintain awareness of key stakeholders and contacts
- ✓ Carry out additional duties, responding with flexibility to evolving business needs
- ✓ Develop and maintain a strong understanding of the business and its operating environment

What we trust you to do – (Authority to Act)

- ✓ Prioritise and manage the Executive diary using sound judgment to ensure focus on the most critical activities
- ✓ Manage competing requests, making decisions to optimise executive time and commitments
- ✓ Act autonomously to organise workload and respond to changing priorities
- ✓ Make decisions on behalf of the Executive with agreed boundaries to maintain efficiency and continuity
- ✓ Keep one step ahead, identifying risks, opportunities, and actions required to support effective leadership and decision-making.

Our ways of working

- ✓ **We think what if**
Listen, Learn, Improve
- ✓ **We show we care**
We look out for people. We do what we can to help.
- ✓ **We make great things happen**
- ✓ Keep it simple

