

Executive and Operations Coordinator

DIVISION – Strategic Central Services

Hiring Manager: Keith Pilling

If you'd like to have a confidential conversation about this role,
Keith.pilling@penna.com



ABOUT THE ROLE

Brief

- We're Penna. We help our clients **find**, **excite** and **secure** the right talent.
- As specialists, we know how tricky all of this can be, which is where our Strategic Central Services team comes in.
- With relevant work experience gained in a fast pace, regularly changing, yet supportive environment, you'll support our Penna and Stafford Long brands. Just like us, you'll always be focused on providing the right solution. With this mindset, you'll create valued relationships with our parent brand – Adecco, managers, and individuals, develop our Strategic Central Services team and enhance our reputation.
- And in return, you'll work with a friendly, supportive team and enjoy all the benefits you'd expect from an organisation with a global network.

Role Purpose

- This role will support the Executive Directors in the management of the business and with corporate activities; this will include some event support, internal communications, internal administration and facilities management.
- This opportunity may suit someone with a desire to work in corporate services or operations management and across all areas of the business. It is planned to be an initial 12 month placement to offer exposure to and development in all of our central business operations and recruitment service areas with a view to then transferring into a specific part of the business to progress their career.

WHAT YOU'LL DO

Executive Support

- Provide proactive support to plan and deliver conferences/internal events support
- Corporate diary management for Directors (as appropriate)
- Support ops/compliance role on key projects/follow up/chasing
- Compiling and issuing internal communication for approval
- Chasing Director requested content for key events/meetings for review
- Ensuring the business provide timely and appropriate reports and information e.g., New Business, tender outcomes, strategic updates
- Meeting organisation, minutes, and progress follow up

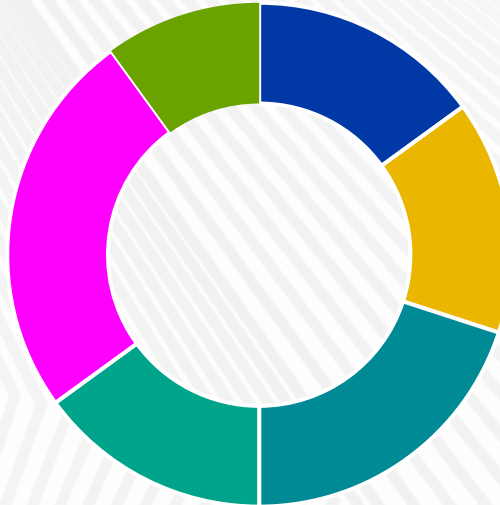
- Organising and supporting internal engagement events e.g., orientation, knowledge sessions
- Key project work as required

Office Support

- Support general office administration and facilities management
- Provide relief cover to reception and other teams as needed

WHAT YOU'LL DO

A typical week might be



- Diary Management
- Event Management
- Administrative tasks
- Project work
- Aggrigating cross-division data
- Learning and Development

KEY RELATIONSHIPS

PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Chief Operating Officer Keith Pilling	Line manager
People and Finance Teams	Work in partnership with team members.
Directors Keith Pilling, Graeme Weemes, Kathryn Kempster, Julie Towers	Proactively manage relationships in line with service level agreements
Penna and Stafford Long employees	Be collaborative with colleagues and build good working relationships with Penna stakeholders

PERSONAL ATTRIBUTES, SKILLS, KNOWLEDGE, AND EXPERIENCE

- Professional approach to work
- Ability to work as part of a team
- Excellent communication skills both internally and externally
- Ability to manage conflicting deadlines
- Proactive and positive 'can do' attitude
- Ability to act on own initiative
- Accuracy/attention to detail
- Ability to manage projects outside of normal responsibilities
- Ability to work and remain calm under pressure and to meet deadlines
- Being approachable to the business
- Excellent query and problem solving skills
- Exceptional communication skills
- Familiarity of recruitment industry practises for process and risk including identification, assessment, monitoring, mitigation, and reporting
- Experience of having successfully closed complex process and control issues and implementing and monitoring recommendations from audit findings
- Experience in change management and strong cradle to grave understanding and detailing of processes
- Experience of implementing recruitment/customer related technology systems e.g., Salesforce, Power BI, File Finder, Concept etc would be an advantage
- Strong attention to detail and experience of working with key stakeholders across a multi-faceted business
- A strong financial and commercial awareness
- Confidence to work with senior managers, Directors, and plc
- Ability to use project planning and reporting tools

PENNA'S COMMITMENT

We are a family at Penna and Stafford Long and believe in fairness and equality across all approaches to recruitment, development, opportunity, and responsibility.

Diversity Promise

Our promise is to organise our services in a way that is universally accessible and useful for everyone. To do that well, we believe we need to create and sustain a workforce that's more representative of the candidates and clients we serve.

Penna is committed to creating a diverse and inclusive workforce that respects and embraces difference. Our employees and our company thrive when we get this right. We aim to create a workplace that celebrates the diversity of our employees, clients, and the contractors we work with. We will endeavour to create recruitment solutions that work for everyone by including perspectives from backgrounds that vary by race, ethnicity, social background, religion, gender, age, disability, sexual orientation and national origin.

Our internal programmes and external work with our clients make us proud to be an Equal Opportunity and Inclusive Employer.

If you have a disability or health condition that requires accommodation or reasonable adjustments made during the recruitment process, please let us know by emailing people@penna.com.

Our full guidance and commitment to your application and how we may use your personal information during the application process can be found here: <https://www.penna.com/candidate-care/> and <https://www.penna.com/privacy-policy>

Together we are better, together we are Penna.

PENNA BEHAVIOURS

We all aspire and work towards demonstrating the behaviours consistent with the Family values; Accountable, Supportive, Collaborative and Inspiring as listed below:

ACCOUNTABLE Does what they say they will do	<ul style="list-style-type: none">• Builds open, honest and realistic relationships with customers and colleagues• Reliable and acts with integrity• Determined and passionate about delivery of the best• Accountable and inclusive
SUPPORTIVE Creates an environment where people can give of their best	<ul style="list-style-type: none">• Seeks to understand the needs and concerns of others• Creates a learning environment• Seeks feedback from other in order to learn and develop• Inspires others to achieve their goals
COLLABORATIVE Works as part of one team	<ul style="list-style-type: none">• Pulls together to put the customer first• Support colleagues without waiting to be asked• Helps others succeed and celebrate their success• Actively looks to break down barriers and finds ways to work together
INSPIRING Creates new possibilities	<ul style="list-style-type: none">• Comes to work to make a difference, sets high goals and gives 100% personal energy• Believes in what we do and demonstrates this through actions• Regularly challenges thinking and is open to new ideas and ways of working• Has ambition and confidence to do things in new ways and to create and deliver inspirational solutions