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ASSOCIATES



B&D Reside

Executive Assistant

April 2024

Dear Applicant

Thank you for your interest in joining the B&D Reside Professional Services Team.

We are a housing provider and work in partnership with the London Borough of Barking and Dagenham to support strong communities through the provision of high quality, affordable housing for the local communities within Barking & Dagenham. Our aim is to make a difference every day and have a positive impact on both the lives of our residents and the communities in which we work.

This is a pivotal moment for us as we embark on a significant change programme to improve services delivered to our residents whilst also taking on the management of over 1,000 new homes over the next year, growing to 3,500 homes by 2025.

We are looking for not just an excellent professional, but someone who is passionate about continuously seeking to improve services, someone who fosters a strong culture of standards and accountability, who can deliver positive change within a successful and supportive team.

We hope that, after reading this information pack, you will want to join us at B&D Reside, and we look forward to receiving an application from you.

Yours sincerely

Kathleen Corbett

CFO - B&D Reside

The Role

Job Title	Executive Assistant to the Board
Company	B&D Reside Regeneration Ltd
Location	Hybrid (Barking/Home)
Responsible to	Managing Director/ Director of Finance

Job Purpose

We are seeking an experienced and highly organised Executive Assistant to provide comprehensive support to our senior leadership team at B&D Reside. As an Executive Assistant, you will play a crucial role in ensuring the smooth operation of our business by managing executive schedules, coordinating meetings and travel arrangements, and handling confidential and sensitive information with the utmost professionalism.

This is an exciting opportunity to work in a fast-paced and dynamic environment, supporting the strategic objectives of our company. The ideal candidate will have excellent communication and interpersonal skills, strong attention to detail, and the ability to multitask and prioritise effectively.

Key Deliverables

- Manage executive calendars, including scheduling and coordinating meetings, appointments, and travel arrangements.
- Prepare and organise meeting agendas, materials, and presentations.
- Handle confidential and sensitive information with discretion.
- Coordinate and prioritise incoming requests and inquiries.
- Assist with the preparation and editing of documents, reports, and presentations.
- Manage and maintain electronic and paper records and files.
- Assist with expense tracking and reimbursement.
- Conduct research and compile information as needed.
- Coordinate and support special projects and events.
- Minute Board Meetings and other meetings as required.
- Provide general administrative support, including answering phone calls and responding to emails.
- Perform other duties as assigned.

The Role



Required Skills & Qualifications

- Proven experience as an Executive Assistant or similar role.
- Excellent organisational and time management skills.
- Strong attention to detail and problem-solving abilities.
- Excellent written and verbal communication skills.
- Excellence in Microsoft Office suite (PowerPoint, Excel and Teams).
- Ability to handle confidential and sensitive information with discretion.
- Ability to work independently and prioritise tasks effectively.
- Professionalism and strong work ethic.

Desired Skills & Qualifications

- Experience of working in housing (Housing Association or similar or property environment).
- Understanding of Community Engagement and Communication.



Working for Us

We are a housing provider working in partnership with the London Borough of Barking and Dagenham.

Our main purpose is to provide good-quality homes and housing services in the local communities with the London Borough of Barking & Dagenham. Our aim is to make a difference every day and have a positive impact on both the lives of our residents and the communities in which we work. We are committed to working in partnership with our tenants and leaseholders to ensure that their tenancies and our communities are safe and sustainable.

Our Vision

“To be an exemplar of a social purpose local housing company”

The Mission

“To provide local people with high-quality affordable homes and a good standard of housing services, as well as delivering an agreed level of financial return to the council”

Our Values



Resident Focused

We want our services to focus upon the needs and aspirations of our residents, ensuring we are easy to do business with and we are their landlord of choice. That's why we:

- Provide an easy to access and responsive service by access to more digital services, potentially through the new specification for PMA functions and repairs;
- Aim to make day to day transactions easy - from making payments to requesting repairs for instance by making available an online payment option and being able to view their tenancy account online;
- Aim to engage effectively, listening and learning from residents feedback, and putting their ideas into practice wherever we can.

Caring

We want our residents to feel safe and secure at home and in the community, that's why we:

- Regularly check our homes are up to standard and respond to repairs promptly;
- Regularly assess fire safety standards;
- Monitor and manage any anti-social behaviour.

Sustainability

We are focused on providing good quality homes that will stay that way, that's why we:

- Maintain our homes to a good standard and complete everyday repairs as quickly as possible.

Integrity

We will:

- Be open and honest;
- Keep our promises;
- Take complaints and concerns seriously, resolve them promptly and check you are happy with the outcome;
- Be transparent so you can hold us to account, including publishing our performance annually. Where we need to improve we will clearly state what we are doing to achieve this.

Quality

We will:

- Provide a friendly responsive high-quality service to our residents and aim to get things right first time;
- Benchmark our services against similar providers and work to continuously improve;
- Take swift action to address areas where our services do not meet our quality standards;
- Be open and transparent about what we are doing to change and when improvements will be seen.

Ambition

We are keen to learn from our experience and continuously improve, so we will:

- Work with residents to understand what improvements they want to see and what their priorities are;
- Work with our residents to use new technology to become more accessible;
- Champion what we do in the sector and be keen to innovate.



Terms of Employment

Working hours	Full time, permanent basis (36 hours per week).
Salary	£35,000 - £40,000 (dependent on experience)
Location	Reside Barking Town Hall, 1 Town Square, IG11 7LU
Annual leave	26 – 31 days annual leave
Working arrangement	Flexible hybrid arrangement - 2-3 days per week however you can attend onsite as frequent as preferred

Process

CV Shortlisting

Wednesday 15th May

Interviews

Thursday 21st May

How to Apply

Panoramic Associates Ltd is acting as an employment agency to B&D Reside on this appointment.

We hope you will consider making an application for this fantastic opportunity. To make an application, you will need the following:

- A CV which is tailored for the role in.
- A supporting statement that sets out your understanding of both the role and the organisation.
- How your experience matches the key, criteria on the personal specification.
- Contact details for two employment referees.

Alternatively, you can submit your CV direct to our consultants.



Rashani Johnson
r.johnson@panoramicassociates.co.uk

The closing date for applications is noon on Monday 6th May.