



## Job Description

<b>Job Title:</b>	Personal Assistant to Head of HR and Hatfield Estate Director
<b>Location:</b>	Hatfield Park, Hatfield, Hertfordshire
<b>Contract:</b>	Permanent
<b>Hours:</b>	Typically 37.5 hours per week, 09.00-17.30, Monday to Friday
<b>Reporting to:</b>	Head of HR

### Background and Place of Work

Gascoyne Estates manages the business interests of the Cecil family, which has owned land and property in London, Hertfordshire and Dorset for more than 400 years. Gascoyne's core commercial activity is property management and development, but the business is also active in a diverse range of other areas, from farming to tourism, and has a venture capital business based in London. The Estates engage around 90 employees and a large number of seasonal workers (primarily in Hatfield visitor admissions and events) during open season.

Hatfield Estate is managed by a dedicated management team based within Hatfield Park, a short distance from Hatfield House itself, home to the 7<sup>th</sup> Marquess and Marchioness of Salisbury. The Hatfield estate is a vibrant and forward-looking business, encompassing a leisure and tourism operation (Hatfield House, as well as the Park and formal gardens), a farming business, forestry, an extensive portfolio of residential and commercial let property, as well as strategic land development opportunities. Gascoyne seeks to grow lasting social and commercial value and takes pride in acting as a professional landlord, long-term landowner and valued stakeholder in the local community.

### Summary of the Role

We have an opportunity for an experienced PA to provide joint support to the Hatfield Estate Director and the Head of Human Resources. The role's key focus is to provide wide-ranging administrative support and diary / inbox management across a varied remit, enabling them to allocate their time and resources effectively. The PA will also assist them with their delivery of strategic projects, and act as back-up support to the EA to the CEO, where needed.

### Main Responsibilities / Duties – *supporting the Head of HR*

- Manage basic HR queries from staff – providing information on company policy and updating systems – and where appropriate escalate queries or issues to the Head of HR.
- Provide day-to-day assistance to the Head of HR with drafting, tracking and filing documentation and updating HR systems, across areas including: recruitment, new joiners, leavers, staff absence and any employee relations issues.
- Support the Head of HR with cyclical people processes, such as: tracking completed performance appraisals, 360 feedback and development plans; assisting with the annual salary review process, tracking proposals and preparing mail-merge letters; preparation for staff engagement surveys; tracking group-wide Health and Safety activity; and supporting with benefits administration and correspondence.

- Support the Head of HR with her delivery of key HR projects, for example, implementation of a new HR Information System (involving data collection, collation and cleansing, e-file uploads), and creation of a new organisation chart.

### **Main Responsibilities / Duties – supporting the Hatfield Estate Director**

- Monitor and manage the ED's email, respond to emails where appropriate.
- Coordinate the scheduling of, and attend, Estate Management meetings and record actions.
- Collate, monitor and update Health and Safety documentation for Hatfield.
- Plan the annual schedule for the NED for strategic sites and maintain ongoing contact.
- Prepare agendas and papers in advance of meetings, and ensure documentation is received in a timely fashion to ensure all parties are properly prepared for meetings and appointments.
- Line manage the Receptionist/Office Administrator. Ensure front of house is performing to a high standard, act as an escalation point for landline phones, cover for reception and office related matters and coordinate mobile handsets at Hatfield.
- Provide cover on the Hatfield Reception during lunchtime at least 3 times a week and on an ad hoc basis as needed.

### **Joint duties and other support**

- Manage the diary of the Hatfield ED and, where needed, the HoHR, to optimise allocation of time and resources.
- Work with the HoHR's and ED's key internal and external stakeholders/clients.
- Book travel and accommodation, take minutes for all key meetings for the HoHR and ED.
- Maintain regular contact with the HoHR and ED making sure they are well briefed about upcoming projects and meetings.
- Monitor, prepare, and arrange sign-off of the HoHR and ED's expenses.
- Be an active member of the Social committee at Hatfield, helping to run and organise events with the team.
- Work with IT to ensure new starters at Hatfield are set up with equipment and on systems from day one and collate leavers' IT equipment and phones.
- Key point of contact for staff events at Hatfield, working with the EA to the CEO, e.g. tenants drinks and Christmas events.
- Work closely with the EA to the CEO to update her on key events, meetings, activities and any projects that involve the SLT or CEO.
- Providing support out of hours as needed.

### **Essential Skills and Attributes**

- Experience of working as a Personal Assistant 3+ years.
- Comprehensive secretarial skills, with a high level of accuracy and strong communication skills.
- Good organisational skills including the ability to multi-task, with rigorous attention to detail.
- A trustworthy and discrete individual, confident handling sensitive information.
- A positive, flexible and can-do approach. Able to juggle a varied workload and prioritise appropriately.
- Confident in using own initiative, working well both independently and within a team.
- Polite, friendly and confident telephone manner.
- Excellent working knowledge of Microsoft Office – in particular Outlook (intermediate), Word (intermediate), Excel (intermediate), PowerPoint (intermediate), and Mail Merges.

**Desirable Skills and Attributes:**

- Previous experience working within, or for, an HR team would be advantageous, but is not essential.
- Previous experience working in, or having an understanding of Property Management, would be advantageous, but is not essential.
- Previous experience working with HR Information Systems is beneficial, but not essential.

**How to Apply**

Please send your CV and a covering email to:

Fiona Massey  
[f.massey@gascoyne.org](mailto:f.massey@gascoyne.org)

Closing date: 03/06/22

**Privacy Notice**

Please visit <https://www.hatfield-house.co.uk/privacy-notice/> to read our Privacy Notice about how we process the personal information you supply to us with your application. [If you are using outside help with the recruitment process it may also be necessary to include the following sentence: In addition to the 3<sup>rd</sup> parties detailed in the notice, we will also share your application with a Consultant who is assisting us with the recruitment process.]