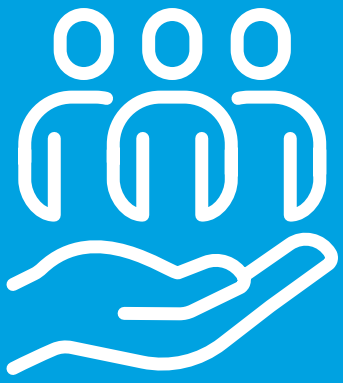
Employee Value Proposition



At Prosper, you are empowered to make a real impact, accelerate your development, build valuable industry connections and help shape the future of a rapidly growing organisation. Join a supportive and flexible team culture which is focused on delivering exceptional results for our clients.

Our Values

Personal

To us, being personal is more than being friendly, supportive and approachable – it's about tailoring our service to each client's needs.

Positive

We bring a can-do attitude, challenge assumptions and look for better ways of working to improve outcomes for clients and communities.

Smart

We use insight, intelligence and sector expertise to deliver outstanding results, working efficiently, flexibly and collaboratively to create value.

PURPOSE & IMPACT
Work with Landlords and sector partners to improve homes, services and outcomes for clients and communities. Your work contributes to projects that make a genuine difference across the UK housing sector. Since 2010, we have awarded over £5 million in social investment.

CAREER PROGRESSION & INFLUENCE
Join a small but rapidly growing organisation where your contribution is visible and your impact can be significant. Shape projects, influence decisions and grow alongside the business, with exposure to senior decision makers and involvement in strategic projects.

CULTURE & TEAM
Be part of a supportive, ambitious and sociable team. We host regular away days, charity events, team walks, social breakfasts and informal activities to help create a positive working environment and strong team relationships.

GROWTH & DEVELOPMENT
Develop professionally through dedicated business coaching, personal growth & development plans and ongoing learning opportunities. We will work closely with you to identify the best way to deliver your training and create a development pathway which is jointly agreed to best support your role, goals and future progression.

INDUSTRY EXPOSURE & NETWORKING
Gain experience across housing associations, local authorities, contractors, consultants and suppliers from around the UK. Attend major industry events, conferences and help host networking opportunities that build sector wide relationships.

PROSPER

Collaboration & Procurement Experts

We listen. We understand. We deliver.

Company Benefits



ANNUAL LEAVE
26 days annual leave, plus bank holidays, with an additional day off for your birthday. This increases by one day per year of service up to a maximum of 31 days.

HEALTH SUPPORT
Access a private 24/7 GP service, mental health support and counselling, with access to the corporate Health Plan, currently provided by AXA Health, after a qualifying period. Prosper also provides an Employee Assistance Programme, offering coaching services alongside wellbeing tools and resources.

PENSION
Prosper contributes 9% to your workplace pension - three times the statutory minimum employer contribution and well above many UK SME schemes. This reflects our commitment to supporting your long-term financial wellbeing as well as your career. You are also covered by a death in service benefit worth six times your annual salary.

FINANCIAL PROTECTION
After a qualifying period, you will be eligible to join the company Death in Service scheme providing your family with six times your salary in case the worst happens. We also provide £100,000 of Critical Illness cover.

DEVELOPMENT SUPPORT
Access business coaching, tailored development planning, funded courses and role-specific training with dedicated time and support to complete learning that builds confidence, supports goals and aids progression.



"Joining Prosper as a Management Trainee, I quickly connected with its culture and commitment to social value. Working in a small team gave me broad business insight, while coaching and networking built my confidence and supported fast progression to Collaboration Executive. In this role, I now help shape the business and build meaningful, long-term partnerships with Landlord and Contractor Partners that make a real difference to the housing sector." **– Finn**

JOB TITLE:

Part Time Executive Assistant

RESPONSIBLE TO: Chief Executive Officer (CEO)

HOURS: 20 – 25 Hours per week, working Monday to Friday

LOCATION: Office-based at Silverlink Business Park, Newcastle upon Tyne

SALARY: Competitive, dependent on experience

Overview

We are seeking a highly organised, proactive and professional Executive Assistant who will bring our values of Smart, Positive and Personal to dedicated support for the CEO and three Directors within a dynamic and growing business of 16 colleagues.

This is a pivotal role requiring exceptional organisation, discretion and the ability to manage multiple priorities in a smart and solutions-focused way. In addition to traditional executive support responsibilities, the successful candidate will coordinate and administer HR processes across the employee lifecycle, creating a positive, personal employee experience while maintaining strong organisational compliance.

The role combines executive support, office coordination and HR administration. It is ideal for someone who enjoys variety, uses good judgement to work smartly, brings positive energy to every interaction and delivers a personal, responsive service to colleagues and stakeholders.

Key Responsibilities

CEO AND DIRECTOR SUPPORT

- Provide comprehensive, personal and responsive diary management for the CEO and three Directors.
- Coordinate meetings, appointments and travel arrangements efficiently and with close attention to individual requirements.
- Manage conflicting priorities, use sound judgement and proactively identify smarter scheduling solutions.
- Prepare clear, accurate and audience-focused meeting packs, agendas, presentations and briefing documents.
- Record and distribute minutes, actions and follow-up activities promptly, maintaining positive momentum and accountability.
- Screen and manage correspondence, emails and telephone enquiries with professionalism, warmth and discretion.
- Draft professional communications on behalf of senior leadership, tailoring the message and tone to each audience.
- Support business planning, board meetings and leadership events with a positive, solutions-focused approach.

ADMINISTRATION AND GOVERNANCE

- Maintain confidential records and documentation accurately, securely and intelligently.
- Coordinate leadership meetings and company-wide communications in a clear, positive and inclusive manner.
- Support the preparation of insightful reports, presentations and management information that enable smart decision-making.

Human Resources Responsibilities

RECRUITMENT AND ONBOARDING

- Coordinate recruitment activities and provide smart, practical support to hiring managers.
- Arrange interviews and deliver timely, positive and personal candidate communications.
- Manage offer letters, contracts of employment and onboarding documentation accurately and efficiently.
- Ensure all right-to-work and employment documentation is completed and maintained while helping each new colleague feel welcomed and valued.

EMPLOYEE LIFECYCLE ADMINISTRATION

- Maintain accurate employee records through the selected HR systems, using technology and good processes to work smartly.
- Monitor probation reviews and employment milestones, providing timely and personal reminders to managers and employees.
- Coordinate contract changes, promotions, salary reviews and employee updates with accuracy, sensitivity and a positive approach.
- Support respectful, well-organised offboarding and exit processes that leave a positive final impression.

HR COMPLIANCE

- Ensure employee files remain compliant with employment legislation and company policies through smart, consistent controls.
- Maintain accurate training records and compliance certifications, identifying gaps before they become issues.
- Support GDPR compliance relating to employee information and handle personal data with care and discretion.
- Coordinate annual policy acknowledgements and employee declarations through clear, positive communication.

ABSENCE AND LEAVE MANAGEMENT

- Administer annual leave, sickness absence and family leave records accurately and sensitively.
- Produce clear absence and leave reports that support smart and timely management decisions.
- Monitor return-to-work processes and documentation, ensuring each employee receives a personal and supportive experience.

LEARNING AND DEVELOPMENT

- Coordinate relevant, engaging employee training and development activities.
- Manage training records and certifications efficiently, using data to identify development needs.
- Support staff development events and workshops that encourage positive participation and personal growth.

Office and Business Support

- Act as a trusted, approachable and responsive point of contact for internal staff and external stakeholders.
- Support well-planned company events, staff engagement activities and team meetings that create a positive experience.
- Help maintain a workplace culture where people work smartly, communicate positively and treat one another personally.
- Manage confidential and sensitive information with the highest level of discretion and respect for the individual.



Essential Person Specification

EXPERIENCE

- Previous experience as an Executive Assistant, Personal Assistant, Office Manager, or similar senior administrative role.
- Experience supporting multiple senior stakeholders simultaneously.
- Experience administering HR processes and employee records.
- Strong organisational and project coordination skills.
- Experience handling confidential information.
- Excellent written and verbal communication skills.

SKILLS

- Exceptional diary and time management, with the ability to find smart and efficient ways of working.
- Strong attention to detail and a commitment to getting things right first time.
- Ability to prioritise competing demands calmly, positively and effectively.
- High levels of discretion, professionalism and personal consideration.
- Advanced Microsoft Office skills, including Outlook, Word, Excel, PowerPoint and Teams.
- Strong problem-solving capability, initiative and a solutions-focused mindset.



Desirable Experience

- Experience within a professional services, procurement, housing, construction, or public sector environment.
- Experience using HR management systems.
- Experience supporting board meetings and governance activities.

Personal Attributes

The successful candidate will demonstrate our values of Smart, Positive and Personal in how they think, communicate and deliver support. They will be:

- Smart: proactive, organised and solutions-focused, using sound judgement and initiative to simplify work and anticipate needs.
- Positive: calm, resilient and constructive under pressure, bringing energy and a can-do approach to challenges.
- Personal: approachable, trustworthy and attentive, adapting support to the needs of each colleague and stakeholder.
- Professional and discreet, with the confidence to handle sensitive information appropriately.
- Committed to delivering a consistently high standard of service.
- Able to build strong, respectful relationships across all levels of the organisation.

Education

ESSENTIAL QUALIFICATIONS

- GCSEs (or equivalent) including English and Mathematics.
- A Levels, NVQ Level 3/4 in Business Administration, Administration, or equivalent qualification.
- Advanced proficiency in Microsoft Office 365, including Outlook, Word, Excel, PowerPoint and Teams.

DESIRABLE QUALIFICATIONS

- Level 5 Diploma in Business Administration or Executive PA qualification.
- Chartered Management Institute (CMI) qualification.



Key Performance Indicators (KPIs)

- Smart, proactive management of CEO and Director schedules, with priorities anticipated and conflicts resolved efficiently.
- Timely and accurate completion of HR administration activities.
- Recruitment and onboarding completed within agreed timescales, with positive candidate and new-starter feedback.
- Accurate employee records and documentation, maintained through efficient and reliable processes.
- Consistent compliance with HR and governance requirements.
- Positive feedback from internal and external stakeholders on the responsiveness and personal quality of support.
- Clear, useful management reporting delivered to agreed deadlines to support smart decision-making.

This is a trusted and highly visible position within the organisation. The Executive Assistant will provide critical support to the leadership team and wider workforce by working Smart, creating Positive experiences and delivering a consistently Personal service, while ensuring that people processes remain efficient, compliant and employee-focused.