

## Overview:

**Vacancy Reference Number: MSMS 2024-033**

**Location: London**

### Job Description

<b>Business Entity: Mount Street Mortgage Servicing Limited</b>	<b>Review Date: October 2024</b>
<b>Cost Code/ Business Unit: 31 - Overhead</b>	
<b>Division: Admin</b>	<b>Department: Operations</b>
<b>Corporate Title: Associate Director</b>	<b>Functional Title: Personal Assistant / Admin Team Supervisor</b>
<b>Ultimate Reporting Line: CFO and Head of Portfolio Management</b>	
<p><b>Responsible For:</b></p> <ul style="list-style-type: none"> <li>• Personal Assistant support for CEO Paul Lloyd, CFO Stephan Plagemann and Chairman Ravi Joseph.</li> <li>• Management of the Admin department.</li> <li>• Management of the Contract management system ensuring all global contracts and leases are managed effectively.</li> <li>• Global Health and Safety officer.</li> <li>• Owner of global office lease documentation.</li> </ul>	
<p><b>Explain who will cover the role when current individual is absent from the office:</b> Each member of the admin team will provide team cover support for each other when required to ensure a complete uninterrupted level of service is maintained.</p>	
<p><b>Purpose (a brief encapsulation of what the jobholder is required to accomplish):</b> Provide an exceptional level of support to the CEO, CFO &amp; Chairman and manage the admin department and its associated responsibilities.</p> <p>Management of the Global Health and Safety policy and coordinating between local H&amp;S officers ensuring Mount Street is compliant with the health and safety legislation in all its locations.</p> <p>Management of the Contract Management System ensuring all contracts and leases globally are entered into the system and managed when renewals are due ensuring break dates are not missed.</p> <p>Support to global offices for example implementing security systems, hot desking systems, updating furniture and office equipment.</p> <p>Ad hoc projects for example relocation of offices, office moves.</p>	

**Core Responsibilities** (6-10 points subdividing the role into areas of functional responsibility):

- Extensive diary management
- Build strong relationships with key clients and getting to know their PAs
- Preparing paperwork/ presentations ahead of meetings
- Make sure the CEO and CFO keeps in regular contact with other offices and direct reports
- Travel bookings
- Liaise with board members and schedule quarterly meetings
- Fielding phone calls/ taking messages
- Daily management responsibilities of the admin team
- Conduct annual appraisals
- Maintain and update the Global Health and Safety policy
- Ensure each location adheres to the Global Health and Safety policy

**Skills and Competencies** (Key skills, competencies and attributes required for success):

- Previous experience of having worked as a PA at CEO / C Suite level
- Ability to prioritise tasks on a continuous basis
- Self-motivated with a can-do attitude
- Able to work resiliently under pressure
- True Team player
- Possess exceptional organisational skills

**Essential Approved Persons Examinations** (e.g. FSA, CFA):

N/A

**Professional Examinations required** (e.g. ACCA):

N/A

**Other skills required, essential or desired** (e.g. languages):

Previous team management responsibilities, Advanced level of Microsoft office, Experience of H&S regulations and local requirements

**Please note that to ensure compliance with DSGVO/GDPR it is essential for ALL CV's received for prospective candidates who are not appointed MUST be deleted and not saved. If a CV is forwarded onto a colleague please advise them of this rule and please delete the sent email from your history also.**

Mount Street is committed to creating an inclusive and equitable environment for all. We believe that by harnessing different backgrounds, experiences, and perspectives our teams bring a greater breadth and depth of knowledge and expertise and are better placed to support the clients and communities we serve. Creating a truly inclusive working environment is the responsibility of every member of our team. We openly welcome all candidates and their unique contributions irrespective of age, colour, disability (physical or mental), education, ethnic origin, gender, gender identity or expression, nationality, marital or family status (including pregnancy or parental status), race, religion or belief, sex, sexual orientation, veteran status or by any other range of human difference brought about by identity and experience.

Research shows that women and members of other under-represented groups may not apply to jobs when they believe they may not meet every qualification. If you are enthusiastic about this opportunity, and feel you have something to offer, we encourage you to apply.

We will ensure that reasonable adjustments or accommodations are made at each stage in our hiring process for individuals with disabilities. If you require an accommodation or adjustment, please contact the HR team on [HR@mountstreet.com](mailto:HR@mountstreet.com) or +44 (0) 20 7659 7051.