

Location: Snodland, Kent
Responsible To: Registered Manager
Working Hours: Full Time, Monday-Friday, 8.45am-5.15pm

About Flourish Fostering

Flourish Fostering is an independent therapeutic fostering service committed to creating safe, nurturing, and supportive homes where children and young people can thrive. We work closely with our Foster Parents, children, and partners across the South and North of England. Our Senior Leadership Team (SLT) leads the service across both regions, and this role will be based with the South team in Kent.

We are a therapeutic values-driven organisation – safety, kindness, and excellence underpin everything we do.

The Role

We are seeking a well-organised, enthusiastic, and professional individual to join our busy team as Office Manager & PA to the Senior Leadership Team.

The role combines two key functions:

- Office Manager – Ensuring the smooth running of our Kent office, managing facilities, administration, systems, and procedures that support the fostering team as well as being responsible for organising on-site hospitality and catering.
- PA to the SLT – Providing confidential, high-quality personal assistance to senior leaders, including diary management, meeting coordination, and document preparation.

This is a pivotal position, requiring exceptional organisational skills, discretion, and the ability to remain calm and approachable under pressure.

Key Responsibilities

- Provide comprehensive office management, including administration, facilities management and on-site hospitality.
- Act as the first point of contact for the office, ensuring a welcoming and professional environment.
- Provide confidential PA support to the Senior Leadership Team, including diary management, travel arrangements, and meeting support.
- Prepare correspondence, reports, and presentations with accuracy and attention to detail.
- Take minutes of meetings to a high professional standard.
- Ensure compliance with data protection and confidentiality requirements.
- Manage procurement orders and assist with budget monitoring and financial administration as required.
- Lead and support the administration team, prioritising workloads and maintaining high standards of service.

Other tasks may be required within an administrative capacity.

Person Specification

To be successful in this role, you should be able to display the following:

Qualifications

Essential

- Customer Service / Business Administration qualification or equivalent professional experience
- Strong IT skills, including proficiency in Microsoft Word, Excel, and general office systems.

Desirable

- Secretarial / PA qualification or equivalent experience.
- Typing qualification or equivalent experience.
- Technical or professional qualification relevant to the role.

Experience

Essential

- Significant administrative and/or secretarial experience.
- Proven ability to plan, prioritise, and manage workloads (for self and others).
- Experience of handling confidential information and sensitive situations.
- Experience of working in a busy office environment.

Desirable

- Previous PA experience supporting senior leaders.
- Experience supervising or supporting staff.
- Experience working with budgets and workforce processes.

Knowledge & Skills

Essential

- Excellent communication skills (written, verbal, and interpersonal).
- Strong organisational skills, with the ability to meet tight deadlines.
- Resourceful, proactive and forward-thinking.
- Ability to work independently, exercise initiative, and make decisions.
- High levels of accuracy, attention to detail, and typing speed.
- Strong leadership and team management skills.
- Ability to analyse and present data effectively.
- Commitment to equality, diversity, and inclusion.
- Understanding of confidentiality, safeguarding, and data protection.

Desirable

- Touch typing skills.
- Diary management for senior leaders.
- Familiarity with budget monitoring.
- Facilities management.

Personal Attributes

- Professional, discreet, and trustworthy.
- Calm under pressure with a friendly, approachable manner.
- Flexible and adaptable to change.
- Motivated to learn and develop new skills.
- Aligned with Flourish's values of **safety, kindness, and excellence**.

Additional Information

This post is subject to an Enhanced Disclosure and Barring Service (DBS) check.

Flourish Fostering may vary your job description from time to time to reflect any development of your role necessary in consequence of regulatory change or operational needs.