



JOB DESCRIPTION

PERSONAL ASSISTANT

Warren House is a Grade II listed building, offering flexible conference facilities within beautifully landscaped gardens. Situated in the exclusive Coombe Estate, Warren House provides peace and tranquillity suitable for accommodation, dining, conferences, meetings, seminars, and training. The hotel consists of 48 bedrooms, 8 conference and event rooms, two bars, and a restaurant with terrace dining.

We are seeking a dynamic and proactive **Personal Assistant** to report directly to a **young, hands-on female director**. This role goes beyond typical administrative duties; it is tailored to match the specific needs, preferences, and working style of the director. The ideal candidate should be an open-minded, positive, and diverse individual with multiple interests. They must be willing to listen, capable of multitasking, and enthusiastic about handling a variety of tasks. Attitude, enthusiasm, and the ability to meet the director's unique requirements are prioritized over traditional experience

PERSON SPECIFICATION

- Demonstrating versatility and flexibility in managing priorities.
- Showcasing creativity and attention to detail.
- Maintain a professional, presentable image with integrity.
- Work effectively with different personalities
- Displaying strong interpersonal skills and adaptability.
- Showing flexibility and problem-solving abilities.
- Excellent multitasking abilities and time management skills.
- Ability to manage a diverse range of personalities with tact and discretion.
- Flexibility to manage a dynamic schedule and handle work demands after hours, if required.
- Positive, proactive, and little workaholic attitude.
- Ability to handle high-pressure environments while maintaining a positive and professional demeanor.
- Willingness to take initiative and go the extra mile
- Proactive and resourceful, with the ability to anticipate the needs of the executive and take initiative.
- Strong organizational and time management skills, ensuring that all tasks and projects are completed in a timely manner.
- Excellent interpersonal skills, with the ability to build positive relationships across all levels of the hotel.
- Adaptable and calm under pressure, able to handle competing priorities and last-minute changes.
- Professionalism and discretion when dealing with confidential information or high-profile guests.
- Your phone must have a minimum of iOS 12 or Android 8.0 to use the latest software applications
- Must possess a full UK driving license, or be able to obtain one within six months from the date of joining

Warren House Hotels Ltd

T 020 8547 1777 F 020 8786 6575 info@warrenhouse.com

www.warrenhouse.com

Warren House, Warren Road, Kingston Upon Thames, KT2 7HY

Company Registration No. 05537011, VAT Registration No. 915987378

Initials

Date



DUTIES AND RESPONSIBILITIES

- Manage the executive's calendar, including scheduling appointments, meetings, and travel arrangements.
- Coordinate and organize meetings with internal and external stakeholders, preparing agendas, presentations, and meeting minutes as needed.
- Screen and prioritize incoming communications, including phone calls, emails, and correspondence.
- Draft and proofread letters, reports, and other documents on behalf of the executive.
- Ensure the smooth day-to-day operation of the executive office by managing administrative tasks efficiently.
- Handle confidential information with discretion and maintain the executive's filing system (both digital and physical).
- Manage expenses and prepare expense reports for the executive, ensuring compliance with company policies.
- Organize and maintain office supplies, ensuring all materials are available for daily operations.
- Assist in the preparation of presentations and reports for key meetings, events, and strategic initiatives.
- Coordinate travel arrangements for the executive, including hotel bookings, transportation, and itineraries.
- Act as the first point of contact between the executive and internal/external stakeholders, ensuring clear communication and timely responses.
- Liaise with department heads and hotel staff to relay instructions and gather information for the executive.
- Coordinate and assist with special projects that require cross-departmental collaboration.
- Assist in organizing company events, VIP guest visits, and executive meetings.
- Handle inquiries from clients, suppliers, and VIP guests on behalf of the executive, ensuring issues are resolved promptly.
- Assist with planning and coordinating hotel events, meetings, and conferences as needed.
- Work closely with the events and marketing teams to ensure the successful execution of corporate and guest-related events.
- Manage logistics and provide on-site support for special projects and events.
- Track deadlines, manage schedules, and ensure that project deliverables are completed on time.
- Support the executive in planning and managing hotel-specific projects (e.g., renovations, new service launches, etc.).
- Prepare reports, presentations, and documents for the executive's review and approval.
- Maintain up-to-date records of hotel initiatives, guest feedback, and business performance reports.
- Assist in managing contracts, agreements, and other legal documents related to hotel operations.
- File and retrieve information and documentation in a systematic manner.
- Ensure data accuracy and confidentiality across all business communications and transactions.

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- Build and maintain strong relationships with key stakeholders, including hotel partners, suppliers, and clients.
- Coordinate communication and correspondence on behalf of the executive with important clients, vendors, and partners.
- Welcome VIP guests and business partners on behalf of the executive, providing them with an exceptional hospitality experience.
- Handle guest concerns and complaints that are escalated to the executive office, ensuring issues are addressed and resolved promptly

WHAT ARE WE LOOKING FOR

- Exceptional organizational and multitasking abilities, with strong attention to detail.
- Excellent written and verbal communication skills, with the ability to interact professionally with staff and external stakeholders.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and experience with office management software.
- High level of discretion and ability to handle sensitive information with confidentiality and professionalism.
- Strong analytical and problem-solving skills, with the ability to work under pressure.
- Ability to adapt to changing schedules and priorities while maintaining efficiency and productivity.
- Experience in organizing and managing events, including scheduling, logistics, and guest relations.
- Proven ability to manage and coordinate multiple projects simultaneously.

QUALIFICATIONS

- Minimum of 3-5 years of experience as a Personal Assistant or Executive Assistant, ideally within a hotel or hospitality environment.
- Bachelor's degree in Business Administration, Hospitality Management, or a related field (or equivalent work experience)

This job description is not all inclusive and is intended as an outline of the responsibilities and requirements of the role. The role and duties will evolve as the development expands and other duties may be required to meet the on-going needs of the company.

Employee Full Name

Employee Signature

Date

For employment opportunities or any enquiries, please contact us at:

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