



Job Pack Interim PA to CEO & Office Manager

Thank you for your interest in this role. In this pack please find:

- Information about CPAG and about the role
- Terms and Conditions of Employment
- Job description
- Person specification
- Application form

To apply, please return the application form, taking particular care to provide full details of how you meet the person specification.

Please send your application to recruitment@cpag.org.uk

Application closing date:

Interviews will be held on: Monday 20th July, in person

If you would like to have an informal conversation about the position before submitting the application, please contact recruitment@cpag.org.uk and we will arrange this for you.

The interview process will involve a written test to be carried out on the interview day at CPAG's office.

If you require further information or need us to make any special arrangements to enable you to participate in the selection process, please contact recruitment@cpag.org.uk.

RECRUITMENT MONITORING

In the interests of monitoring our recruitment procedures we would be grateful if you complete our recruitment monitoring form [here](#).

The form should take no longer than 5 minutes to complete and will not form part of the selection process.



General Information

Interim PA to CEO & Office Manager

About CPAG

Child Poverty Action Group works on behalf of the more than one in four children in the UK growing up in poverty. It doesn't have to be like this. We use our understanding of what causes poverty and the impact it has on children's lives to campaign for policies that will prevent and solve poverty – for good. We provide training, advice and information to make sure hard-up families get the financial support they need. We also carry out high profile legal work to establish and protect families' rights.

Our vision

Our vision is of a society free of child poverty, where all children can enjoy a childhood free of financial hardship and have a fair chance in life to reach their full potential.

Our mission

Our mission is to promote action to prevent and end poverty among children and families with children in the UK.

Our beliefs

CPAG policy positions have stood the test of time for six decades. We hold that child poverty is relative to the society families live in and is characterised by a lack of resources. It is neither necessary nor inevitable and is responsive to policy action. Policy solutions should focus on adequate incomes, prioritise prevention rather than relief, and means-testing should be avoided wherever possible. When governments adopt our solutions, child poverty falls.

Our values

- Ambitious – child poverty isn't inevitable, and we won't stop until no child grows up in financial hardship.
- Voice – our work is informed by the voices of children and families
- Evidence based – we advocate solutions to child poverty based on the evidence
- Leadership – we are the leading advocates for children and families in poverty in the UK
- Independent – we are not afraid to speak out

Our theory of change

- By promoting our values, we advance the public and political will for a society free of child poverty
- By developing evidence-based solutions, we encourage policymakers and practitioners to act to prevent and end child poverty
- By campaigning, we work towards social and political change that will keep families from poverty
- By developing and sharing our social security expertise, we help maximise families' resources and inform our evidence for change.

What We Do

Policy and campaigning

We seek to achieve positive outcomes through our high-profile campaigning work – using evidence to influence government and media. We publish research and information on the causes and effects of child poverty (including briefing materials on our website - cpag.org.uk) and seek radical and practical

solutions. Our journal *Poverty*, published three times a year, carries articles and features to inform and stimulate debate on poverty, its causes and consequences, and the action required to tackle it.

Rights and Advice

We provide expert advice, training and information to welfare rights advisers, lawyers and others on all aspects of the social security and tax credit systems. Our staff in London and Glasgow respond to around 7,300 queries a year from advisers. Our bi-monthly *Welfare Rights Bulletin* keeps them up-to-date on new legislation and developments. During the year we reached 12,300 beneficiaries through our training, conferences and seminars. Through carefully selected test cases, we challenge unjust legislation, unfair or discriminatory decisions.

Publishing and Resources

CPAG publishes the major handbooks used by thousands of advisers, community workers, lawyers and members of the public. The *Welfare Benefits Handbook* gives full coverage of all aspects of social security and tax credits. We publish handbooks and resources on housing benefit, child support, fuel rights, debt advice, benefits for migrants, council tax, student support and personal finance. AskCPAG is our platform for advisers to access up-to-date information and tools to navigate the complexities of the social security system. For more information, visit cpag.org.uk/welfare-rights

There are currently two offices from which this work is undertaken, the main office being in London and CPAG in Scotland, located in Glasgow. There is a recognised union to which most permanent staff belong.



Terms and Conditions of Employment Interim PA to CEO & Office Manager

- Job title** Interim PA to CEO & Office Manager
- Contract:** Six-month Fixed Term Contract (Immediate start required – on or before 25th July)
- Location:** You will be based in the London office, but you will be able to agree a pattern of regular remote working with your line manager.
- Salary:** Band D 95% (£49,521) plus 5.64% of salary pension employer contribution.
- Hours:** 35 per week. CPAG operates a 'core hours' and flexi/TOIL (Time Off In Lieu) policy. Flexible working arrangements will be considered (e.g. part time, compressed hours).
- Annual leave:** 30 days a year annual leave (plus additional 4 days during the Christmas/New Year period).
- Other benefits:** Interest free travel loan, automatic enrolment into CPAG's nominated Group Personal Pension Scheme, income protection insurance and 'death in service' provision, and a range of leave entitlements for family and other reasons and other wellbeing benefits (details are on the attached sheet).

There is a three-month probation period for this post.

CPAG's Commitment to Equal Opportunities

Everyone has the right to be treated with fairness, dignity and respect and to live free from discrimination. We recognise there is an organisational responsibility to tackle inequality and encourage diversity in respect of both the work we undertake and the people we employ and also that every employee of the organisation has personal responsibility to abide by and promote the policy.

CPAG recognises that discrimination can occur and will promote anti-discriminatory practices for people who may be discriminated against on grounds of race, colour, nationality, ethnic origin, religion, belief, gender, class, HIV & AIDS, age, disability, marital status, pregnancy, people who are gay, lesbian or transgender, people who have dependents or people who are using mental health services.

We are proud to be an organisation that is not afraid to point out injustice and inequality and have policies in place that recognise the importance of equality and diversity. However, we know as an organisation that there is always room for improvement. We acknowledge the problem with racial diversity within the charity sector and we are committed to taking action to change this. In trying to achieve social change, greater fairness and equality, we must also hold ourselves to account. We want to build a diverse group of talented people working towards our shared vision.

To this end we have set up an Equality, Diversity and Inclusion (EDI) group to advise on and help lead this work. Championed by our Board and leadership, we aim for EDI to be embedded throughout our organisation and strategy. We are committed to making change where it is needed and look forward to being part of a sector that prioritises diversity and equality.

We are prepared to invest resource, to where possible recruit for potential rather than seek perfection and recognise the need for a better understanding of racial and other biases in order to reflect the communities we work in. We continue to value the insights brought to the organisation through lived experience. CPAG needs to be a safe place to work, to challenge and feel safe to have uncomfortable conversations.

Additional Information on Terms and Conditions of Employment

Leave entitlements

- 30 days annual leave
- 4 additional days paid leave during the office Christmas closure
- 9 bank holidays
- 26 weeks paid maternity leave and 13 weeks of maternity leave at the current rate of SMP
- Shared Parental Leave
- 6 weeks paid leave for staff whose partner has or adopts a baby
- 6 weeks paid paternity leave including a maximum of 2 weeks statutory paternity pay
- 13 weeks unpaid parental leave for parents or guardians of children up to age 16 (18 weeks for parents or guardians of disabled children)
- 10 days paid leave for staff members who have to care for a dependent
- 5 days paid leave for urgent domestic reasons
- 5 days paid leave for staff who carry out public duties
- 10 days paid study leave subject to agreement by CPAG
- An unpaid career break of up to 6 months available to staff after 2 years' service
- Time off in lieu, flexible working options and flexitime to allow staff to work flexibly

Arrangements apply pro rata to part-time staff and basic annual leave dependant on start date and hours and runs from April to March.

Other benefits

- Access to Employee Assistance Programme and BUPA Healthy Minds counselling
- Occupational Health Service
- Group Personal Health Insurance
- Flu jab vouchers
- Eye sight tests and vouchers
- Season ticket loan
- Cycle to Work scheme
- Monthly staff socials and regular staff away days and Christmas lunch



Job Description Interim PA to CEO & Office Manager

Job Title: Interim PA to CEO & Office Manager

Reports To: Chief Executive (dotted line responsibility to Head of Finance and Resources)

Team: Finance & Resources

Salary band: D

About the Role:

We are looking for a versatile and proactive professional to step into a dual-purpose role as PA to the CEO and Office Manager on an interim basis. This is a fast-paced position in a high-profile organisation where you will be expected to wear many hats, bridging the gap between strategic executive support and hands-on operational management.

Note to Candidates: We are not looking for an expert in every single function listed below. We are seeking a skilled generalist who can demonstrate strong transferable skills, operational logic, initiative and the ability to manage a robust, conflicting workload with minimal direction.

Tasks and Responsibilities:

Governance and Board Support (40%)

- 1. Act as Secretary to the Board of Trustees, managing the annual cycle of Board and Committee meetings, including scheduling, agenda setting, and the timely circulation of accessible papers.*
- 2. Take accurate minutes of complex meetings and maintain clear action logs to track the progress of committee and board decisions.*
- 3. Assist in the recruitment, induction, and ongoing development of trustees to ensure the board remains diverse and effective.*
- 4. Assist the Director of Finance and Resources (Company Secretary) with statutory filings for Companies House and the Charity Commission.*
- 5. Maintain the policy schedule and lead the continuous review of governance policies (e.g., Conflicts of Interest, Scheme of Delegation) to ensure alignment with the Charity Governance Code.*
- 6. Support the Chair and Board on specific governance projects to lead initiatives such as board effectiveness reviews or governance structure updates.*

Chief Executive's Office and Strategic Planning (20%)

7. Provide comprehensive, confidential administrative and diary management for the CEO.
8. Support the CEO in the delivery of CPAG's organisational strategy, ensuring that operational business planning supports long-term goals.
9. Facilitate the flow of information between teams and keep action notes from SMT meetings to monitor progress against organisational strategy and KPIs.
10. Act as a key liaison between the Board, SMT, and external stakeholders, ensuring decisions are documented and communicated effectively.
11. Maintain, draft, and distribute the monthly staff newsletter, ensuring staff across London and Glasgow are informed of key updates and achievements.

People and Culture (20%)

12. Lead the delivery of core HR functions, including recruitment, onboarding, performance management, staff development, and staff feedback mechanisms.
13. Directly manage the People and Culture Officer, overseeing the maintenance of staff records and a high-quality people service.
14. Oversee and manage the learning and development (L&D) budget, ensuring training resources are allocated effectively to support staff growth.
15. Produce regular reports and summaries on HR statistics (e.g., turnover, training completion, diversity data) for the SMT and the Finance and Resources Committee.
16. In conjunction with our retained HR consultancy, review personnel policies to ensure they are up-to-date with statutory requirements and deeply embed EDI and wellbeing into the work culture.

Office, Facilities and Internal Communications (15%)

17. Responsible for the day-to-day management of the London office, ensuring a safe, tidy, and well-maintained environment.
18. Oversee the office and facilities budget, including credit card handling, and maintain relationships with external building contractors.
19. Act as the Health & Safety lead, coordinating risk assessments, fire safety, and first aid arrangements to ensure a safe working environment.
20. Ensure the smooth running of office IT and information systems, including SharePoint and manual filing systems.

Legal and Regulatory (5%)

21. Serve as the Data Protection Officer, overseeing compliance with UK GDPR and maintaining our register of Complaints, Accidents, Risks and Incidents (CARI).

22. *Act as a point of contact for external legal advisors on all legal matters, including governance and regulatory matters.*
23. *Ensure all compliance-related policies, such as Whistleblowing and Gifts & Hospitality, are updated and effectively communicated.*

Person Specification – Interim PA to CEO & Office Manager

The ideal candidate will be an experienced operations generalist with a proven track record of working across multiple functions in a fast-paced environment.

We know that long lists of criteria can be discouraging and that some candidates will not apply for a role unless they feel they meet all of the criteria. If you feel you meet at least some of the essential criteria, we still encourage you to apply. We also recognise that skills and experience can be gained in a variety of ways, so we welcome applications from candidates who feel they have relevant skills for the role, gained from a wide range of professional, lived and learned experiences.

Experience

Essential	Desirable
Experience supporting a CEO, Director or equivalent senior executive, with senior-level administrative experience	Experience in the charity sector.
Experience of working with a significant degree of responsibility and autonomy.	
Experience in an operational role managing diverse functions - HR, facilities, governance.	
Experience of supporting Boards or governance committees and managing governance cycles, committees and statutory reporting.	Knowledge of the Charity Governance Code.
Experience in line-managing staff and overseeing core HR processes	Governance qualification or relevant professional development.
Experience using HR databases or people systems.	Knowledge of HR practices and employment law.
Basic understanding/working knowledge of facilities management and health and safety requirements in the workplace and/or a willingness to undertake training commensurate with the role	

Skills and Abilities

Essential	Desirable
Exceptional ability to multi-task and manage a large workload with conflicting priorities and minimal direction.	
Able to demonstrate skills in project management, administration and coordination in a multi-functional role.	
Advanced Microsoft Office (Word, Excel, PowerPoint) and experience with SharePoint.	
Excellent written skills for drafting newsletters, board reports and policies; ability to present complex information clearly.	
High level of diplomacy and discretion when handling sensitive personnel and board matters.	
Highly organised, with attention to detail and the ability to meet deadlines.	
Ability to analyse and interpret information, pre-empt and evaluate issues, and recommend an appropriate course of action to address the issues.	
Working knowledge of Health & Safety and responsibilities of employers in relation to remote and hybrid working and public events and activities.	
Ability to collate data for performance tracking against organisational objectives and KPIs.	

The ability to manage manual handling tasks, including lifting and carrying when necessary.	Basic DIY skills
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Personal Qualities

Essential	Desirable
A capable and authoritative manager who remains warm, people-centred, and inclusive.	
Resilient, calm under pressure, and proactive in bringing solutions to operational challenges.	
Willingness to learn and be open to new ways of working;	
Commitment to CPAG's aims and objectives	
Commitment to CPAG's diversity and equality policy	

Other Contractual Requirements

Essential	Desirable
Ability to spend occasional nights away from home on business	