

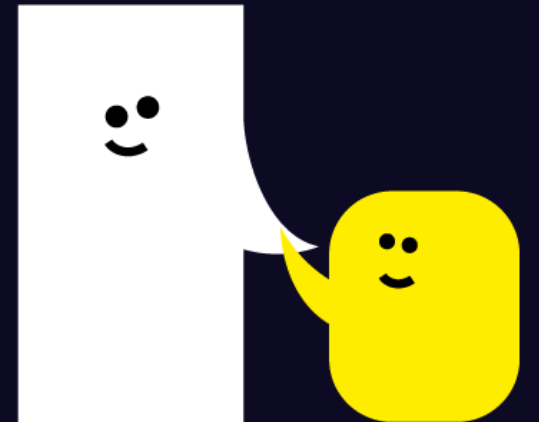
PA and Office Manager

speechandlanguage.org.uk

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**Speech and
Language UK** 
Changing young lives.

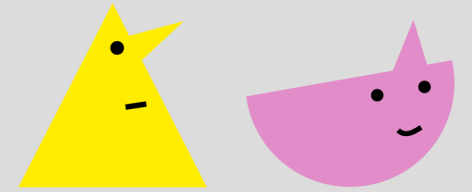
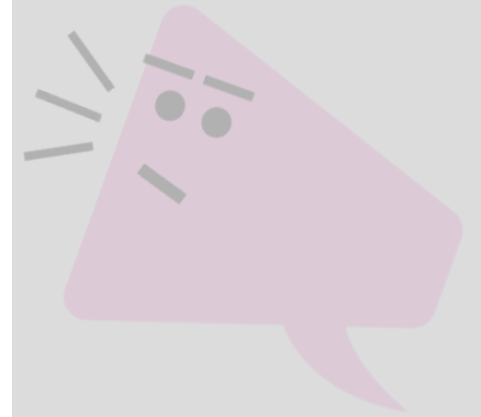


Welcome

We believe every child deserves to face the future with confidence, equipped with the vital skills to express themselves and be understood. Right now, in the UK, 2 million children face significant challenges with talking and understanding words. Without timely support, these obstacles can drastically limit their potential, their education, and their mental health. This is where together we can step in — we empower children and young people by providing practical, innovative programmes, essential guidance for families, and advocating strongly for change at the highest levels of government.

We are seeking an experienced PA and Office Manager who will provide first-class support to our Senior Management Team and Trustee Board, while keeping our London office running smoothly, safely and cost-effectively. This is an exciting opportunity to join us following the departure of our Office Manager of nine years.

In this role you will combine executive support, governance administration, facilities management and IT coordination. You will also line manage our part-time Office Assistant. You'll be trusted with confidential information, and you'll be a key point of contact for colleagues, trustees, volunteers, suppliers and visitors.



**Speech and
Language UK** 
Changing young lives.

Our brand

We are Speech and Language UK – we want every child to face the future with confidence. For 2 million children in the UK, learning to talk and understand words feels like an impossible hurdle.

So we give children and young people the skills they need so they aren't left behind, waiting to be Welcome to Speech and Language UK understood.



Our vision, mission and charitable cause

Our vision

Every child who is facing challenges with talking and understanding words can look to the future with confidence.

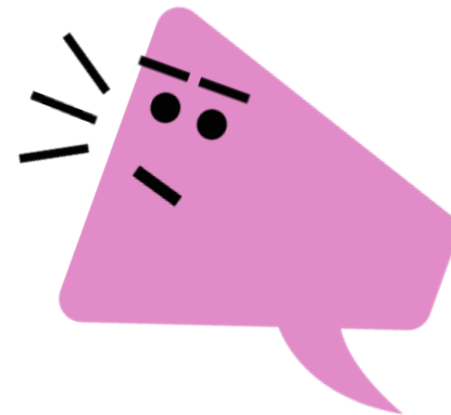
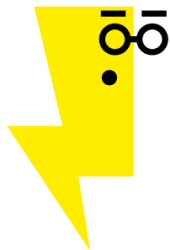
Our mission

We give children and young people the skills they need so they aren't left behind, waiting to be understood.

We do this by creating tools for schools and nurseries, giving advice and guidance to families and putting pressure on politicians.

Our charitable cause

For 2 million children in the UK, learning to talk and understand words feels like an impossible hurdle. Without the right help this can destroy their world.



What does Speech and Language UK do?



Design innovative programmes

Our Talk Boost series is proven to help children who face challenges talking and understanding words catch up with their peers.



Advice and guidance for families

Our family support services include our free enquiry line, webinars, progress checker and assessment centres.



Provide training

We support educators to identify and help children who have challenges talking and understanding words.



Push for policy change

Over the last two years we launched two reports and have called for direct action from Government to make speech, language and communication skills a priority.



Run two special schools

We run two schools which specialise in a speech and language-centred curriculum: Meath in Surrey and Dawn House in Nottinghamshire.

How we work

Brave

- Create new solutions
- Speak out when things aren't right – externally and internally

Kind

- Show empathy to children, young people, families and staff
- Everyone has unique circumstances

Collaborative

- Work with young people and families as equals
- And reach out to diverse families, schools, politicians, employers, journalists, charities

Curious

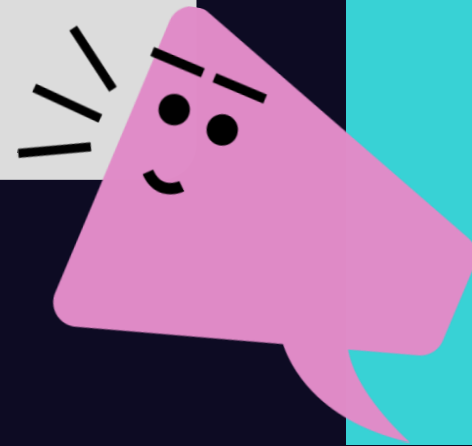
- About what works best for children
- About the most efficient way for us to work

Practical

- Make sure our solutions are possible in the real world

Safely, inclusively and legally

- Safeguarding training
- Audit
- Reflective practice group
- Health and safety reviews of all sites
- Diversity working group and plan



Our Aims

**Aim
1**

Make speech and language central to more schools' and nurseries' everyday practice across the UK by:

- Investing in our existing tools and training like *Early Talk Boost*, *What Works* and *Early Talk*.
- Training teachers and early years staff to use positive speech and language practices every day.
- Launching an online speech and language learning platform.
- Working with partners to create a new screening tool for schools to use.

**Aim
2**

Make our two schools leading examples for speech and language practice by:

- Improving the learning, mental health and independence of our students.
- Upgrading facilities to match our high-quality education and therapy standards.
- Helping other schools by sharing successful approaches from our schools.
- Maintaining the high quality of our education and residential services.

**Aim
3**

Make sure all families know about speech and language development by:

- Making our information easier to find and use, including for non-English speakers so that we can reach even more than the 30,000 families who use our website every month.
- Collaborating with new publishers and content providers to reach more families.
- Providing more advice for parents before the birth of their children.
- Creating new tailored advice for young people and expanding outreach.

**Aim
4**

Make sure speech and language is at the forefront of the political agenda by:

- Advocating more powerfully for the impact of lack of support for speech and language challenges.
- Sharing stories of affected families, showing the impact on children's education and mental health.
- Influencing policies through our expertise, parliamentary engagement, and media reach.
- Building a much bigger community of families and young people.

**Aim
5**

Make sure our culture, infrastructure, and funding model is fit for the future by:

- Enhancing collaboration between our schools and other staff members.
- Developing diversity and anti-racism initiatives and an independent governance review.
- Improving technology and diversifying funding sources for long-term sustainability.

We demand a country in which every child with challenges in talking and understanding words has the skills they need to face the future with confidence.

Together we can achieve it.

Benefits

Pension

Pension scheme with Aviva. Employer contribution 4.5%, minimum employee contribution 3%. This is offered as a salary exchange arrangement.

Perkbox

Employee benefits and celebration platform providing thousands of exclusive perks ranging from discounts on shopping, entertainment and gifts, to gym membership, rewards, confidential employee assistance programme and wellbeing resources.

Health

Free annual flu vaccination

Access to GP 24/7 service

Employee Loans

Interest free loans for purchasing a season ticket or bike. Eligible employees are also entitled to apply for a financial hardship loan or welfare loan.

Payroll Giving

By joining the payroll giving scheme, you can donate to your chosen charity directly from your pay before tax is deducted.

Special Leave Policy

We recognise the need for individuals to take time away from work in certain special circumstances.

Holiday

28 days annual leave per annum (plus bank holidays), rising to 30 days after five years continuous service.

Eye Test Policy

All staff that use Display Screen Equipment (DSE) on a regular basis as part of their normal work are eligible to apply for reimbursement of the cost of an eye test and special corrective appliances needed specifically for DSE use only.

Flexible working

We are committed to considering all requests for flexible working.

Life Assurance

Life cover for 4 x annual salary. Members of Teachers Pension have life insurance cover as part of that scheme.

JOB DESCRIPTION

JOB TITLE: PA and Office Manager

REPORTS TO: Deputy CEO

LOCATION: London Office, hybrid working subject to operational requirements

JOB PURPOSE

This is a full-time role, with flexibility in working arrangements subject to the operational requirement to access the London Office when needed.

To provide efficient, proactive and confidential support to the Senior Management Team (SMT), individually and collectively, ensuring priorities, decisions, meetings and follow-up actions are appropriately supported.

To support the Chair of the Trustees and the Trustee Board as required, providing governance and administrative support, including maintenance of governance and membership records and trustee communications.

To manage the part-time Office Assistant, ensuring effective allocation of administrative and office support.

To manage the facilities of the London Office, ensuring effective use of charity funds and providing a welcoming and safe work environment for all staff, volunteers and visitors.

MAIN DUTIES AND RESPONSIBILITIES

To provide full, proactive and confidential support to the SMT:

- Manage busy and often conflicting diaries, and deal with competing demands, prioritising, coordinating, scheduling and cancelling meetings.
- Deal with routine correspondence and emails.
- Handle telephone enquiries and fielding calls.
- Produce high quality documents including briefing packs, general correspondence and presentation materials, as required.
- Organise all travel and accommodation requirements, preparing clear itineraries in advance, and delegate them to the Office Assistant as appropriate.
- Manage and submit expense claims, check for accuracy and compliance and forward for payment within the designated timescales.
- Liaise with key contacts/external consultants.
- Maintain SMT meeting schedules, agendas, action logs and follow-up systems, including coordinating regular rota items, papers for decision and internal communication items.

Support the Trustee Board and company secretarial compliance:

- Arrange meetings and manage co-ordination of diaries to ensure all necessary attendees are available and their commitments are fully communicated.
- Set and agree timetables for sending out meeting papers to ensure all deadlines are met.

- Compile and circulate meeting agendas, coordinating and prioritising all proposed activities and to ensure all relevant issues are addressed.
- Co-ordinate necessary papers, including organising accommodation, facilities and food/refreshments in a cost effective and timely manner.
- Draft and circulate minutes to all attendees in a timely manner.
- Maintain trustee, committee and statutory governance records, contact information, and action tracking. Liaise with Trustees to collate current information and complete and file the Charity's Annual Returns by the relevant legal deadlines.
- Coordinate the Board and Committee paper management process, including maintaining the private Teams site or trustee portal for agendas, papers, minutes and historic records.
- File the Charity's Annual Report and Accounts in accordance with Charity Commission, OSCR and Companies House requirements, working closely with the Director of Finance and IT.

Facilities Management:

- Manage the facilities budget, ensuring cost effective and quality services are provided within budget.
- Commission and manage facilities contracts including security, cleaning, general maintenance, fire safety, energy, telecoms, couriers, stationery, etc.
- Produce and monitor a maintenance and health and safety schedule, to ensure works are carried out at appropriate times throughout the year.
- Ensure compliance of the organisation's health and safety obligations by co-ordinating local policies, risk assessment, fire safety procedures and equipment maintenance and workspace assessments.
- Regularly assess and plan accommodation needs, organise internal moves and whole office relocations, when required.
- Act as the lead contact for office incidents and attend the office when necessary and liaise with landlords, contractors and insurers as appropriate.
- Be responsible for fixed telephony in the London Office and ensure a consistent approach to telephony provision for national teams.
- Maintain accurate records for office equipment and IT assets, including the allocation of devices and recovery of equipment from leavers.

Line Management of Office Assistant:

- Line manage the Office Assistant, including regular supervision, workload planning, objective setting, performance feedback and support for development.
- Delegate and oversee administrative, reception, office support, meeting logistics and facilities-related tasks to ensure high standards of service for staff, volunteers, trustees and visitors.
- Ensure appropriate cover, handover and prioritisation across the office support function, escalating capacity or performance issues as required.

IT Services Support:

- Maintain an asset register of equipment used by the national teams, including mobile phones and other devices, and ensure that equipment is returned when an employee leaves.
- Be the contact point for the national teams and be responsible for pursuing unresolved IT support issues. Escalate issues to the Head of IT, as appropriate.
- Be responsible for ensuring any new team employees onboarding arrangements.

- Coordinate and monitor IT support issues affecting national teams, maintaining clear records of unresolved tickets, service performance concerns and escalations with the managed service provider.
- Support IT change activity affecting staff.

Support Directors' Team, Heads up and Strategy Group Meetings:

- Arrange meetings and manage co-ordination of diaries to ensure all necessary attendees are available.
- Compile and circulate meeting agendas, coordinating and prioritising all proposed activities and to ensure all relevant issues are addressed.
- Co-ordinate necessary papers, including organising accommodation, facilities and food/refreshments in a cost effective and timely manner, delegating to the Office Assistant as appropriate.

Charity Insurances:

- Support the Director of Finance and IT in completing annual review and renewal of all the Charity's insurances.
- Liaise with schools to co-ordinate information for completing claim forms.
- Liaise with brokers for advice on claims, and monitor progress through to completion.
- Liaise with schools and insurers to maintain Charity's fleet motor policy for all school vehicles.

Organisational responsibilities

- Covering for the Office Assistant and other colleagues, as and when required.
- Promoting collaborative working relationships and effective communication.
- Promoting Speech and Language UK's mission, vision and values in all aspects of your work.
- Abiding by all Speech and Language UK policies and procedures.
- Attend and contribute to appropriate staff meetings and training.
- Adhere to all relevant health and safety protocols as they apply in the course of the work.
- Ensure that all policies and procedures relating to the protection of children and in any services visited or worked within are followed at all times.
- Avoid any behaviour that discriminates against your fellow colleagues or potential employees.
- Safeguard at all times confidentiality of information relating to children, staff and the partners' work.

Speech and Language UK is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

This list of responsibilities is not exhaustive, and the postholder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

PERSON SPECIFICATION

PA and Office Manager

Criteria	Essential	Desirable
Experience	• Significant experience of supporting Directors and/or Board level. • Office management experience. • Experience of line managing or supervising administrative staff, including workload allocation, development support and performance feedback. • Experience of supporting governance processes, Board or Committee administration, and maintaining accurate records and action logs.	• Experience of dealing with an outsourced IT company. • Experience of working in a charity or social enterprise.
Skills and Knowledge	• Knowledge of health and safety in relation to offices. • Excellent written and oral communication skills. • Excellent organisational ability and attention to detail. • Excellent interpersonal skills, including tact and discretion. • Ability to communicate with and respond on behalf of directors. • Self-starter, able to work unsupervised and on own initiative with the ability to prioritise and multi-task. • An understanding of the budget process and managing a budget. • Advanced level of IT skills. • Fast and accurate typing; ability to take direct dictation and produce own correspondence.	
Other Factors	• Flexibility and willingness to take on new areas of work. • Collaborative, flexible and proactive approach. • Willingness to learn and contribute ideas for innovation. • Committed to and enthusiastic about the vision, mission, strategic aims and values of Speech and Language UK. • Committed to safeguarding and promoting the welfare of children and young people.	

How to Apply

Please submit **your CV and a supporting statement** of no more than **one** page, addressing how you meet the key responsibilities of this role and why you would like to join the cause to:

jobs@speechandlanguage.org.uk.

Deadline for applications: Monday, 9 November 2026 at 9am

Our selection process has two stages:

Stage 1: Interview on **Thursday 12 November 2026**, online via Microsoft Teams.

Stage 2: Interview and a possible task on **Thursday 19 November 2026**, in person at our London office. Only candidates shortlisted after the first stage will be invited to the second.

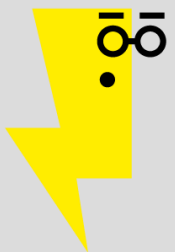
Accessibility Support:

We are committed to ensuring that our recruitment process is accessible to everyone. If you require any adjustments or need to apply in a different format, please contact our People Team at hr@speechandlanguage.org.uk and we will be happy to assist you.

We are a [Disability Confident Committed Employer](#).

Note on AI use:

Artificial Intelligence (AI) is becoming a regular part of the application process. While it can be helpful for research, we've noticed some applicants rely too much on AI-generated answers. This often leads to weak responses that lack personal examples and important soft skills like communication and teamwork. As a result, these applicants are usually less successful. To ensure fairness, we ask that all candidates use their own words and real-life experiences as this makes the process more transparent and avoids the risks of AI-generated responses.



Thank you

[Speechandlanguage.org.uk](https://speechandlanguage.org.uk)

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