



Setting Standards for
Retirement Communities

Job Pack

Executive and Operations Assistant

The Associated Retirement Community Operators (ARCO) is the main body representing the Integrated Retirement Community sector in the UK.

Role:	Executive and Operations Assistant
Salary:	£35,000-£38,000 FTE
Type:	Permanent
Hours:	0.6 FTE (22.5 hrs per week)
Location:	London SW17
Start date	1 September 2025
Accountable to	Director of Membership and Operations

Benefits of the role

- 25 holiday days per year (pro rata if part time), exclusive of bank holidays and any other time the office may be closed.
- Employer pension contributions
- Flexible working available – this is an office-based role, but your hours can be worked across 3, 4 or 5 days per week by agreement.
- Opportunities for training and personal development

Introduction

An ageing population. The housing crisis. Our health and social care systems under intense pressure.

We work hard to solve all these issues – at the same time.

Our vision is for all older people to have the option to live in high quality Integrated Retirement Communities in their later years.

Integrated Retirement Communities maintain independence, foster friendships and ease loneliness – they create positive outcomes for older people and their families. They also provide a benefit to our public services, free up housing for all generations, and make a huge contribution to our health and social care economy.

Most importantly - residents love them, as evidenced by satisfaction surveys.

The Integrated Retirement Community (IRC) sector

IRCs are about more than bricks and mortar – and are also about more than care. They are about buying or renting high quality housing with a safety net of services to go along with it. Still not sure what it is? You are not alone – communicating a clear vision of what our sector provides is one of the key challenges ARCO is currently engaged in.

The sector is still in its infancy in the UK – only 0.6% of over 65s live in an IRC. If we were to reach only half the levels seen in other countries with more mature markets, we'd need to build around 250,000 homes by 2030 - which is our vision.

The good news is that the sector is finally getting the attention it deserves – from policy makers who have clocked that building new IRCs is a necessity and not optional, from investors who are attracted by the strong ESG credentials of the sector and by customers whose number is increasing by the day.

ARCO

We are a small team, but we get things done, because everyone mucks in. If you have a passion for hierarchy, legacy systems and an unwavering belief in never questioning the status quo – this role is not for you.

ARCO is thirteen years old, but we're pretty grown up – with ten members of staff (including you), a network of over 30 Members and Accelerators, and over 100 Commercial Partners and Affiliates, we provide sector-leading insight, events, and influence (our members describe us as “punching well above our weight”).

Our members are a combination of private companies, charities, and housing associations – what unites us is a joint commitment to older people's well-being, providing choice, enabling independence, and delivering high-quality housing and services.

In the UK, sector regulation and legislation for integrated retirement communities is still in its infancy. We believe that over time, regulation and legislation for our sector will (and needs to) develop. This is why ARCO and its members have put in place a Consumer Code, now approved by the Chartered Trading Standards Institute Approved Code scheme, designed to drive up standards and consumer confidence and provide a springboard for future regulation of the sector.

Of course, this also means that we need to engage with a wide network of stakeholders, including central government, local government, advocacy organisations, regulators and the media, while working with our current members and affiliates and recruiting new ones.



The role

In this role, you will be making a difference today. But the real impact of your work will be measured by whether the IRC sector will have reached its potential in 10, 20 and even 50 years' time – currently, we are busy laying the foundations to redefine the future of housing, care, and support for our ageing population. So, we want your experience, your intelligence, and your enthusiasm for the work we do.

You will provide essential executive support to our busy Chief Executive and Executive Management team. In addition, you will provide important support to our Membership and Operations team, happy to turn your attention to a wide range of tasks, whether organising a committee meeting, preparing collateral for a networking event, taking telephone queries from a member of the public, or updating our customer relationship management system.

This is a rare opportunity to use and further develop your EA and operational support skills. So, you will need to be flexible, organised and a self-starter, as well as persistent, creative and an excellent communicator.

Key Duties and Responsibilities

Executive support to the Chief Executive

- Diary management (booking meetings, calls, lunches as needed, including venues and catering where needed)
- Email management when needed

Executive support to EMT

- Diary management (booking meetings, calls, lunches as needed, including venues and catering where needed)
- Organising and scheduling meetings of the ARCO Board and Leadership Forum
- Organising and scheduling other regular meetings including members of the EMT

Travel, accommodation, gifts etc

- Booking travel and accommodation for members of the ARCO team travelling for work purposes
- Buying corporate gifts and other relevant items as needed

Support to the Membership and Operations team

Providing support to the Membership and Operations team with the following activities:

- Answering the ARCO landline and taking messages/directing calls to appropriate team members
- Monitoring the Info inbox and forwarding messages as appropriate.
- Dealing with post and parcels
- Preparation and delivery of ARCO events, to include duties such as taking events bookings, liaising with venues, preparing events collateral, delegate badges and dealing with delegate queries
- Supporting the delivery of ARCO events in person (including evening events as required)
- Ordering of office supplies

Other tasks and requirements

- Using the ARCO CRM system (CiviCRM) and updating contacts/contact groups where necessary to fulfil other aspects of the role
- Attending team meetings as required
- Undertaking any other duties commensurate with the purpose and remit of the post

Person Specification

Education	
Educated to A Level (or equivalent professional experience)	Essential
Educated to degree level (or equivalent work experience)	Desirable
Willingness to undertake training and continuing professional development	Essential
Experience	
Substantial experience working as an Executive Assistant	Essential
Experience in a customer or stakeholder facing role	Essential
Experience in operations or business support	Desirable
Experience in a membership organisation	Desirable
Experience in organising and delivering events	Desirable
Experience in working with a CRM	Desirable
Abilities and competencies	
Able to form and maintain productive working relationships with a wide variety of people within different organisations	Essential
Self-motivated and pro-active, with a high level of accountability	Essential
Ability to work to a fast pace and manage multiple workloads	Essential
Highly organised with strong planning skills, and attention to detail	Essential
Excellent verbal and written communication skills	Essential
Ability to think creatively and flexibly	Essential
Analytical skills including numerical competence	Essential
Advanced proficiency with Microsoft Office suite	Essential
Other requirements	
Willingness to work flexibly, including to tight timescales and with minimal supervision	Essential
Being comfortable working in a small team, supporting others across a variety of functions	Essential
Having a genuine interest in the health, social care, and housing field	Essential
Being committed to equality, diversity and inclusion	Essential
Has the right to work in the UK	Essential

How to apply

ARCO is not able to offer visa sponsorship and therefore all applicants for this role **must have the right to work in the UK**. We request no contact from agencies. To apply please send your CV (maximum 2 sides A4) and a cover letter addressing how you meet the essential criteria for this role (maximum one side A4) to recruitment@arcouk.org by **4pm on Monday 16 June 2025**. Any queries regarding the role should also be sent only to this email address. We request no contact from agencies.

Application process and timetable:

Closing date for applications: 4pm on 16 June 2025

First round interviews (video call): 26 June 2025

Second round interviews (in person): 7 or 9 July 2025

Please note that we will not be able to offer interviews on other dates. We will not be able to give feedback to every applicant, but we will endeavour to provide feedback to every candidate we invite to interview



Associated Retirement Community Operators (ARCO)

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Email: members@arcouk.org

LinkedIn: [linkedin.com/company/arco-irc](https://www.linkedin.com/company/arco-irc)

For more information on ARCO, visit:

www.arcouk.org