



Role Description

Role Title: Group Executive Assistant
Department: People and Culture
Reports to: Head of People and Culture

About Pikl

Pikl is on a mission to enable the growth of digital marketplaces, starting with vacation rentals. We design and deliver insurance-enabled solutions that help platforms, property managers and owners unlock new revenue and deliver better customer experiences.

Founded in 2016, we began by protecting individual hosts and homeowners with specialist holiday-let cover. That experience now powers our insurance-enabled products, which increase participation, lift conversion and drive revenue across the marketplace value chain: platforms, homeowners and guests.

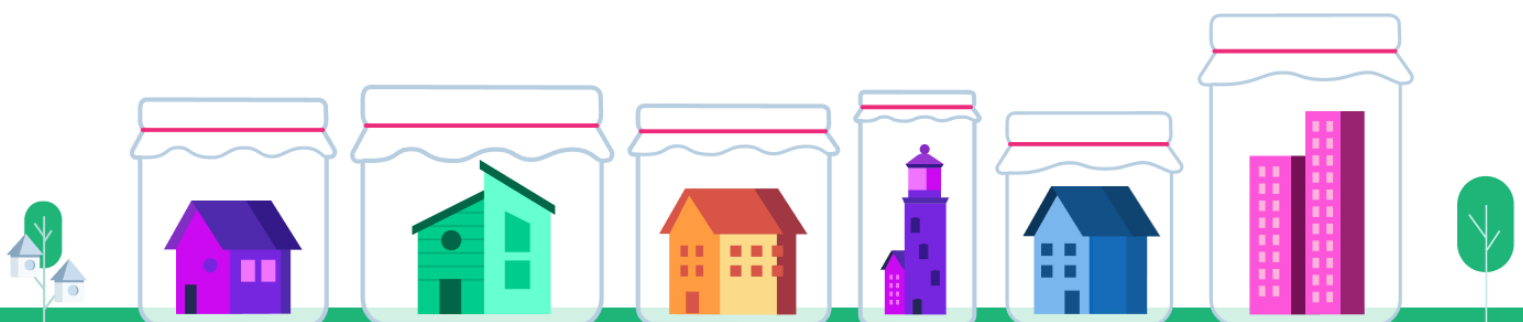
With offices in Norwich and London, and plans for international expansion, we work with some of the most recognised brands in travel as well as major insurance aggregators.

Our Values

At Pikl, our values are the foundation on which our success is built. They guide how we work together, how we make decisions for customers and colleagues, and what we recognise and reward.

Possibility

We think big and are fearless in turning challenges into opportunities. We stay curious, test ideas and learn quickly.



People

We put people first, building relationships rooted in empathy and trust. We respect, include, and learn from one another. We celebrate progress.

Progress

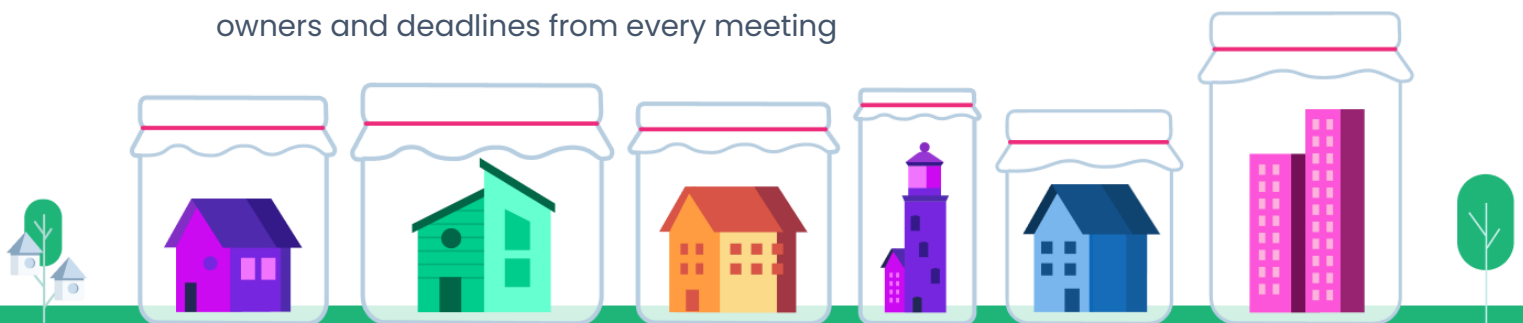
We unlock growth opportunities for our customers and each other yet make it our personal responsibility to own actions and see them through.

About the role

The Executive Assistant provides high-level, proactive support to the Executive Team, ensuring its members operate efficiently and effectively. The role is central to the smooth running of the executive office: managing complex diaries, organising meetings and events, tracking cross-functional dependencies and strategic initiatives, and critically tracking actions and decisions arising from executive meetings to ensure they are followed up and completed on time.

Key Responsibilities

- Proactively manage complex, frequently changing calendars for Executive Team members, prioritising conflicting demands
- Schedule internal and external meetings, anticipating and resolving diary clashes before they arise
- Plan and coordinate Executive Team meetings, board meetings, offsites and away days, including logistics, venues, catering and technology
- Prepare and circulate agendas, papers and pre-reads in good time, liaising with contributors to gather content
- Attend meetings as required to take accurate minutes, capturing decisions and actions clearly
- Support the Executive Team's planning cadence, coordinating strategy days, quarterly reviews and business planning cycles
- Maintain a master action and decision log for the Executive Team, capturing owners and deadlines from every meeting



- Proactively chase and follow up with Executive Team members and their direct reports to ensure actions are progressed and closed out on time
- Escalate overdue or at-risk actions to the relevant Executive early enough for corrective action to be taken
- Track dependencies and interdependencies across departments and projects, flagging risks to timelines and escalating where cross-functional coordination is needed
- Maintain a tracker of key strategic initiatives across the business, monitoring progress against milestones and flagging delays to the Executive Team
- Prepare regular reporting packs and updates for the Executive Team, consolidating input from across the business into clear, accurate summaries
- Manage and triage incoming correspondence on behalf of Executives, drafting responses where appropriate
- Arrange complex domestic and international travel itineraries
- Handle highly sensitive and confidential information with absolute discretion, and support the Executive Team with ad hoc projects and administrative tasks as required

About you

- Proven experience as an Executive Assistant, Personal Assistant or similar role supporting senior leaders/C-suite
- Experience organising complex meetings, diaries and travel across multiple time zones
- Track record of managing action logs and driving accountability for follow-up
- Experience supporting cross-functional projects or strategic initiatives, with the ability to track dependencies and keep multiple workstreams on schedule
- Proficient in Microsoft Office / Google Workspace and diary/collaboration tools (e.g. Outlook, Teams, Zoom)
- Outstanding organisational skills with the ability to manage competing priorities under pressure
- Excellent written and verbal communication skills, with strong attention to detail



- High level of discretion, integrity and professionalism when handling confidential matters
- Confident, proactive and resilient, with the tenacity to follow up and hold others accountable
- Strong stakeholder management skills, comfortable liaising with senior leaders, board members and external contacts

Why work at Piki

- Hybrid & Flexible working set up
- Access to an incredible working space in Norwich and London
- Annual leave entitlement of 28 days, plus bank holidays
- 35 hour working week
- Employee Assistant Program with 24/7 GP support and wellbeing services for you and your immediate family
- 10% discount with Sykes Cottages
- Training and development opportunities
- Social events
- Support from an awarding-winning CEO & Founder

