

JOB DESCRIPTION

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| Job Title | Support Administrator/Assistant |
| Department | Executive Office |
| Salary | £22 - £24k pa |
| Reports to | Executive Assistant |
| Contract type | Permanent |

Job Purpose:

You will work closely with the Executive Office team and, where required assisting with setting up meetings on an ad hoc basis. You will also provide administrative support to the Management Team. You will assist the Executive Assistant and the Management Team with delegated tasks required to make the best use of their time by dealing with secretarial and administrative duties. This will also include assisting with office/facilities co-ordination to ensure the smooth running of head office.

You will need to know who key personnel are both external and internal and understand the organisation's aims and objectives.

Working in the Executive Office, discretion and confidentiality are key **and** essential attributes to this role. This is a diverse role that covers many different aspects of the company.

Main Duties and Responsibilities:

Being the first point of contact with people from both inside and outside the organisation. This list is not exhaustive however, your tasks will include:

- Organising and minuting meetings, providing secretarial support including the circulation of pre-approved agendas and approved minutes/meeting notes as appropriate.
- Follow up on any actions noted in the minutes / meeting notes.
- Point of contact for enquiries for all our volunteer ambassadors including screening calls, enquiries and requests and handling as appropriate.
- Assisting with the process for ambassadorial recruitment.
- Assisting the Executive Assistant with processing ambassador expenses claims and ensuring they adhere to the company expenses policy.
- Such other duties that may be requested by the Executive Assistant and from time to time to assist with the general functions of Head Office and the Executive area.
- Liaise with suppliers/stakeholders and where necessary co-ordinate maintenance/repair works.
- IT System support – liaising with the ICT provider when there are problems in Head Office.
- When required, assist with the employee leavers process (ensuring all equipment has been returned, fobs deactivated, contacting the IT support provider regarding emails and create a log detailing all leavers and equipment (including Aset Tag numbers).
- Raising Purchase Orders, processing invoices and tracking spend.
- Being one of the main points of contact for staff queries when you are in the Head Office.

Key Working Relationships:

- Executive Office.
- SMT, Management Team, Department Managers, Team Leaders & all staff.
- Presidential Team, Advisory Panels & Regional Executives.
- External stakeholders/suppliers.

Job Requirement / Skills:

- Excellent minute taking skills
- The highest amount of discretion and a solid understanding of confidential issues.
- Exceptional and accurate written and oral communication skills.
- Good organisational and time management skills.
- Flexible – able to adapt to changing situations/priorities working extra hours to meet deadlines.
- Ability to work in a fast-paced role adapting to working to tight deadlines and under pressure.
- Excellent interpersonal skills.
- Pro-active problem-solving skills.
- The ability to work on your own initiative, self-motivated, but also the ability to work as an integral part of a team.
- Ability to assist members of staff should it be requested.
- Can do attitude.
- Honesty and reliability with a strong understanding and compliance on the confidential nature of the department.
- Good IT skills Microsoft Office: Word, Excel & PowerPoint.

Education / Experience:

- 2 or more years in a similar role (*essential*)
- Knowledge of a membership organisation (*desirable but not essential*)