

Family Rights Group
Administrator
Job Description and Person Specification

Post Title:	Administrator
Hours:	35 hours per week
Responsible to:	Office & Finance Manager
Purpose of Post:	To provide administrative support to the management and staff at Family Rights Group; to support the charity's project work, in particular its Lifelong Links project; to assist the office and finance manager with the smooth running of the office. The role is key to the successful administration of the charity. Some travel outside London to provide admin support to meetings and events is required.
Grading/Salary:	NJC Scale 6 - £23,398 to £24,964 plus £3,650 London weighting and 5% pension contribution

Responsibilities include:

1. Organising meetings, training courses and events including:
 - Co-ordinating dates with senior staff;
 - Liaising with other staff to ensure any promotional material or relevant papers are produced in a timely manner
 - Arranging venues and refreshments;
 - Managing invites, RSVPs and apologies;
 - Booking travel and accommodation;
 - Processing expense claims;
 - Preparing and circulating papers
 - Liaising with speakers in advance, collating presentations and any display materials required;
 - Providing administrative support on the day;
 - Taking minutes and recording action points.
2. Creating and managing databases in Excel or Access at the request of senior staff.
3. Answering the telephone and taking accurate messages, passing on information as appropriate.
4. Greeting and looking after visitors.

5. Opening and distributing incoming mail and dispatching outgoing mail.
6. Responding to emails sent to the general office and distributing as appropriate.
7. Maintaining stationery and supplies.
8. Processing and despatching orders for reports, publications and DVDs.
9. Dealing with problems with office equipment and arranging for necessary repairs.
10. Keeping the office clean and tidy and liaising with the office cleaners as necessary.
11. Undertaking office shredding.
12. Liaising with the landlord on matters of building security, access, health and safety and cleanliness.
13. Undertaking routine financial tasks such as managing petty cash and processing staff expense claims.
14. Sharing in the organisation of staff meetings, taking action points, typing up and circulating.
15. Undertaking any other duties as may be reasonably requested by the office and finance manager

PERSON SPECIFICATION

Essential attributes, skills and experience

- 1 Proven experience of working in an administrative role.
- 2 Experience of IT skills such as mail merge, data inputting, email, using Excel spreadsheets and Microsoft Word.
- 3 Experience of co-ordinating and preparing papers for meetings and recording decisions.
- 4 Good verbal and written communication.
- 5 Good keyboard skills
- 6 Professional and confident telephone manner.
- 7 Attention to detail and a high level of accuracy.
- 8 Ability to deal with a wide range of people with good humour, tact and diplomacy.
- 9 Willingness to travel within the UK to attend meetings and events.
- 10 Ability to prioritise and manage multiple tasks.
- 11 Ability to work to tight deadlines.
- 12 An understanding of the importance of confidentiality.
- 13 Empathy with Family Rights Group's aims, values and objectives.
- 14 Commitment to supporting equal opportunities in the workplace.