

Administrative Assistant – Maternity Cover – From January 2022

Job description

About the post

This is a fixed term, full-time post for maternity cover at the UNA-UK offices in central London with some flexible working.

The post-holder will be managed by the Administrative Officer (line manager). When the line manager is not available the post-holder will report to the Chief Operations Officer.

Changes to working pattern and/or place of work to be agreed in advance with the line manager.

Key tasks

Reception Duties

Provide office wide administrative support with guidance from the line manager:

- Manage an effective Administration function for the UNA-UK Team e.g. arrange internal meetings and staff events, including social events and training, maintain UNA-UK calendars etc.
- Undertake reception duties e.g. monitoring general email inboxes, greeting visitors, responding to voicemail enquiries, overseeing the process of sending all office post etc.
- Support the organisation's commitment to a paperless office by transferring historic documents to online storage.
- Provide administrative support in organising and delivering UNA-UK events.
- Create, maintain, and improve administrative processes and systems for the organisation
- Act as an ambassador for UNA-UK at all times, dealing courteously and tactfully with enquiries.

Premises

Provide premises and facilities support with guidance from the line manager:

- Liaise with IT contractors, telecommunications, post and couriers, cleaning suppliers, recycling and office archiving and others as necessary.
- Distributing post to team members and licensees.
- Admin support for the premises such as - but not limited to – kitchen supplies, meeting rooms admin, recycling, advertising and hiring out of office spaces.

Membership support

Support longer-term membership projects, with guidance from the Outreach & Campaigns Coordinator:

- Work with the UNA-UK team to maintain the organisation's Salesforce CRM database, automating admin processes and maintaining reliable records.
- Ensure financial transactions are recorded accurately and are up to date.
- Undertake membership administration tasks such as acting as the first point of contact for membership information, updating contact details, recording and processing donations, Gift Aid claims and PayPal payments, etc.
- Provide support with quarterly local UNA group meetings.

Other tasks

- Maintain and update UNA-UK policy documents and resources once agreed with the Chief Operations Officer.
- Work with the Communications Coordinator to ensure that the Together First Supporter list is updated and that organisations are vetted.
- Work with the Communications Coordinator to compile data for regular reporting to the Executive.
- Support the UNA-UK team with research tasks relating to internal and external projects.
- Any other reasonable task as may be assigned that is consistent with the nature of the job and its level of responsibility, including cover for other staff as appropriate.

To apply for the post, please complete and email the application form – together with your CV and a covering letter – to Lauren Muir at jobs@una.org.uk, with the subject line of ‘Administrative Assistant 2022’. Applications without all 3 documents will not be accepted.

Dealing for applications is 23:59 on Sunday 21st November 2021. Applicants submitted after this time will not be accepted.

Shortlisted candidates will be invited to a telephone/zoom interview on Thursday 2nd December 2021 and an in-person interview on Thursday 9th December 2021. Please ensure you are available on these dates.

Person specification	Essential	Desirable
Qualifications		
Educated to degree level or equivalent professional qualifications/experience		✓
Knowledge		
Good knowledge of administrative processes	✓	
Understanding of the UN and UNA-UK's work		✓
Understanding of how a membership organisation operates		✓
Skills		
Excellent written and verbal communication skills	✓	
Excellent interpersonal skills and the ability to build positive working relationships	✓	
Strong IT skills, particularly Microsoft Office, database and web browser	✓	
Demonstrable research skills	✓	
Experience		
Experience of operating databases, ideally Salesforce		✓
Experience of using IT and office equipment	✓	
Fundraising experience		✓
Experience of working in a campaign environment		✓
Personal Attributes		
Highly motivated, goal-orientated and enthusiastic	✓	
Ability to prioritise, multi-task and work under pressure	✓	
Ability to work successfully both within a team and on one's own initiative	✓	
Empathy with the vision and values of UNA-UK	✓	
Willingness to work occasional evenings and weekends with time off in lieu	✓	
Polite, tactful, discreet, and resilient	✓	