

OUTREACH COORDINATOR

Job Description and Person Specification 2025

Job Description

About UNA-UK

The United Nations Association – UK (UNA-UK) is the only charity in the UK devoted to building support for an effective UN.

Set up in 1945 to provide a bridge between the world body and people in this country, we remain the 'go-to' organisation for all things UN in the UK. We are also increasingly recognised as a leader and campaigner on UN issues internationally.

About the post

UNA-UK is at an exciting stage as we embark on new campaigns and streamline our activities. The Administration Team will play a key role in moving these developments forward by providing high-quality administration support across UNA-UK's operations and activities.

- The post-holder will report to the Head of Outreach (line manager).
- Annual salary will be £27,100 per year
- The appointment will be for 12 months; extension will be subject to funding and performance.
- This is a full-time position (35 hours per week, excluding lunch hours, 4 days per week) with a minimum 2-3 mandatory days per week at the UNA-UK offices in central London or at UNA related events. The remaining hours can be remote as agreed with the line manager.

Our Vision

A global community connected in its pursuit of equality, sustainability, and peace.

Our Mission

To build movements for systemic transformation at the UN; and to advocate for UK action for global cooperation.

Our Values

- **Boldness.** Creative, constructive, disruptive. We do what it takes to speak truth to power.
- **Accountability.** Decisions that affect us all should not be taken behind closed doors. We practice self-reflection, expect transparency, and challenge inequality.
- **Intersectionality.** We recognise the interconnected nature of oppression and challenge the structures that drive injustice.
- **Solidarity.** We find power in community around the world and amplify the work of grassroots changemakers.

How to Apply

To apply for this position please email jobs@una.org.uk with "Administration Coordinator vacancy" in the subject line and attach your CV and a cover letter explaining how you meet the attributes laid out in the job description below.

Recruitment Timetable:

- Applications deadline: **9am, 14 July 2025**
- Remote interviews by MS Teams: **21 July 2025**
- In person interviews and written assessment: **23 July 2025**

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Please note all applications will be considered on receipt of a CV and cover letter.

We are fully committed to encouraging diversity and ensuring there is no discrimination in all our operations, in line with our values. We strongly encourage candidates from all backgrounds to apply.

Objectives and responsibilities

General Administration:

Act as an ambassador for UNA-UK at all times and provide office-wide administrative support with guidance from the line manager:

- Manage UNA-UK's general email account, ensuring all emails are responded to within a reasonable time frame.
- Regularly update and reconcile database records to support the Charity's outreach to members and supporters, and to support reporting activities such as performance reporting, gift-aid claims, external audit, funding applications etc.
- Manage an effective administration function for the UNA-UK team by maintaining the admin email account, UNA-UK calendars, arranging internal meetings, training, team events (including social events), etc.
- Assist with UNA-UK's recruitment processes by managing the general recruitment email account and liaising with relevant team members/recruitment panel to arrange interviews.
- Undertake reception duties e.g. greeting visitors, responding to voicemail enquiries, overseeing receipt and sending of post etc.
- Provide administrative support in organising and delivering UNA-UK events.
- Support the organisation's commitment to a paperless office by transferring historic documents to online storage.
- Provide administrative support in maintaining UNA-UK's website.
- Support the team with scheduling external meetings.

Premises:

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

- Ensure UNA-UK offices are maintained to a high standard by liaising with IT contractors, broadband providers, cleaning, utilities and recycling suppliers and managing the archiving services and other services as necessary.
- Provide administrative support to help the charity maximise income from UNA-UK premises for events and by liaising with current and potential Licensees.
- Manage hiring of event space to other organisations
- Other premises support such as - but not limited to – kitchen supplies, organising event catering, meeting rooms, advertising office space, organising maintenance and renovations.

Other tasks:

- Provide administrative support with UNA-UK's outreach activities.
- Ad hoc support with research tasks relating to funding, policy or UNA-UK campaigns.
- 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.

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Person specification

| | <u>Essential</u> | <u>Desirable</u> |
|--|------------------|------------------|
| 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 | ✓ | |