

Administrator

Title: Administrator

Reports to: Director of Operations

Purpose: To provide administrative support across the whole organisation. This role involves a mixture of a wide range of day-to-day administrative tasks, the management and organisation of various activities in order to ensure aspects of administration and diaries of the staff are appropriately supported. There are no line management responsibilities with this post. Due to the highly confidential nature of providing administrative support to the Staff Executive Team, aspects of the role involve a high degree of confidentiality with regard to the production of documents, the content of correspondence and the content of oral communications. This requires a high degree of organisational skills to ensure that written material is securely maintained and a degree of detachment to ensure that confidential issues are not disclosed.

Terms

Salary: £23,000 pro rata including London weighting + good benefits package

Contract: Permanent

Hours: This post is part-time – 21 hours. The hours are to be worked across 4/5 days per week. Flexible working arrangements will be considered due to the nature of supporting the Board and Subcommittees, which may require some evening and weekend work. Time off in Lieu is available.

Pension: 10% employer contribution

Holiday: 26 days per year pro rata

Based: London office, NW1

Responsibilities & Duties

Company Management

Duties which require a high degree of confidentiality:

- Carry out any administrative tasks associated with:
 - the organisation's policies, in consultation with the Director of Operations
 - HR processes, including recruitment, contracts and maintaining personnel records
 - staff Appraisal and Supervision processes, and staff / Board training and development needs.
- Typing of correspondence and preparation of Board, Staff Meetings and AGM agendas, presentations and meeting papers, including print production and timely distribution
- Minute taking, transcribing notes and managing action sheets
- Managing paper and email correspondence, drawing urgent matters to the attention of appropriate staff and Board members, as directed by the Director of Operations

Other aspects of Company Management

- Manage administrative, data and IT systems, excluding the Mystery Shopping Portal and website development
- Manage and maintain our monitoring and evaluation tools across all organisational activity
- Order staff supplies, monitoring and keeping within budget limitations
- Organising staff and Board meetings, including the AGM and Organisational Away Days
- Sending out and following up invoices

Confidentiality

- Ensuring all hardcopy and electronic materials containing confidential information stored appropriately

Building Management

- Be responsible for managing the building and managing relationships with our tenants and Camden Council
- Manage contracts and insurances relating to property as directed by the Director of Operations

Providing Administrative Support to the Projects Team

- Providing assistance with booking visits to venues and festivals, as directed by individual managers
- Support the Festival Project Manager with administrative tasks associated with the recruitment of festival volunteers
- Collating training, volunteer and project packs and publicity materials
- Supporting the communications of the organisation including mail-shots, assisting with website editing, maintaining the press files and managing contact lists
- Handling correspondence and managing website enquiries, forwarding any enquiries to the relevant staff members
- Support the organisation with administrative tasks

Other Duties

- Actively participating in Organisational Away Days
- Understanding and contributing to the Strategic direction of the organisation
- Other tasks directed by the Board and the Director of Operations

Key Skills and Person Specification

Interpersonal/communication skills

- Enthusiastic and positive approach to tasks and situations
- Ability to take personal responsibility, ownership and behave responsibly
- An excellent communicator, both oral and written
- Friendly, co-operative and approachable at all times
- Remains calm and focussed under pressure, i.e. when faced with high volume workloads or difficult situations, but know when to seek assistance
- Ability to build relationships within the staff team and Board, and other external contacts
 - Listens and ask appropriate question to ensure all information is gathered in order to take action.
 - High level of integrity with the ability to maintain tact and diplomacy, trust and confidentiality.

Organisational skills

- Proven ability to plan and manage own workload and multiple tasks, and prioritise work calmly and effectively in a pressurised environment, and adapting to changing workloads, deadlines and new developments
- Organised person who constantly strives to improve processes and increase efficiency

Knowledge/Technical/General Skills

Attention to detail is of critical importance:

- Sense and quality checking work and identifying quality issues prior to review by Staff Exec Team and Board
- Advanced skills in Microsoft Office (Word, Powerpoint, Outlook, Excel)
- Knowledge and experience of working with information systems
- Effective and professional telephone manner
- Able to work either on own initiative or as part of a team
- Accountable and professional
- Ability to develop self and be learning oriented, wanting to learn and seek improvement
- Ability to display discretion when dealing with sensitive and confidential information
- Willingness to learn and understand different cultures as well as have the required patience to ensure good working relationships

Other requirements:

- Flexibility with responsibilities and working hours as required and willingness to go the 'extra mile' as required
- Able to work effectively as part of a team
- Ability to remain calm under pressure
- Experience providing administrative support in and arts and culture environment