

Family Links Job Description

Job Title: Executive and Office Administrator
(Maternity Cover)

Hours: 37.5 per week

Salary: £23,000 - £25,000 per annum

Reports to the Director of Funding and External Relations

Line Management responsibilities

None

Job Summary/Strategic overview

To provide efficient support to the CEO, the Director of Funding and External Relations and the organisation more widely, enabling the charity to be as effective and efficient as possible.

Key Responsibilities

- A. Provide proactive and efficient support to the CEO
- B. Provide proactive and efficient support to the Director of Funding and External Relations
- C. Provide administrative support to the Business Development Department
- D. IT and Office Management
- E. Provide administrative support for meetings
- F. Organise Events
- G. Other

A. Provide proactive and efficient support to the CEO

- Present a warm and professional outward face for the CEO and the organisation as a whole.
- Schedule internal and external meetings as requested.
- Arrange logistics for the CEO, including travel, meeting documents, invitations and room bookings as requested
- Manage the CEO's contacts, including updating databases as appropriate.
- Prepare presentations and documents for the CEO, working with other teams where necessary.

B. Provide proactive and efficient support to the Director of Funding and External Relations

- With the direction of the Director of Funding and External Relations maintaining funder relationships, including thanking and stewarding individual donors;
- Supporting people undertaking fundraising activities for FL; e.g. marathon runs, carol concerts;
- Maintaining accurate funding records, including updating FL's fundraising database and hard-copy files;



- Drafting timely, relevant and engaging materials to share news and information on FLs activities – including newsletters, and case spotlights;
- Developing and maintaining supporter databases and ensuring the effective distribution of FLs publications;
- Receiving and managing press enquiries, including setting up media interviews

C. Provide administrative support to the Business Development Department

- Prepare presentations as required.
- Produce Feedback Form Summary Reports
- Destroy filed copies of training feedback forms monthly
- Provide administrative support including photocopying, updating spreadsheets and general administration.
- Support office systems including the CRM.

D. IT and Office Management

- Maintain and manage IT and telephone network systems.
- Negotiate and manage office and equipment lease agreements.
- Develop and maintain in-house office systems and office policies.
- Ensure office equipment is in working order.
- Maintain office stock supplies and manage reordering when necessary.

E. Provide administrative support for meetings

- Trustees' Meetings: Provide administrative support for the conduct of meetings of Family Links' trustees, including organising prompt circulation of relevant papers, taking minutes of meetings and being the point of contact for trustees.
- Leadership Team Meetings: Provide administrative support for the conduct of leadership team meetings, including organising prompt circulation of relevant papers and taking minutes of meetings.

F. Organise Events

- Help to arrange key promotional events around the UK, including regional events and national conferences.
- Event management; funders lunches, launch of new programmes and resources

G. Other

- Support Research Lead with data inputting and administrative tasks
- Responsible for a rota to cover phones and for a share of main phone duties
- Daily responsibility for ensuring that all meeting rooms are organised and that all technology is working.
- Manage Training Room bookings
- Provide a share of office cover as necessary.
- Co-ordinate refreshments for meetings and events as required.

General

To carry out any other duties as requested by and agreed with the CEO and commensurate with the post; to adhere to Family Links policies and procedures.

Person Specification:

Essential Skills

- 5 GCSE's (or equivalent) at C grade or above
- A levels or equivalent higher education
- Outstanding organisational skills with excellent attention to detail
- Motivated attitude, striving for excellence and willing to go above and beyond
- Exceptional IT skills - Microsoft Word, Powerpoint, Excel,
- Excellent time management skills
- Ability to work under own initiative
- Ability to interact with senior members of the organisation and high profile and influential external stakeholders
- Ability to handle confidential and sensitive information with discretion
- Ability to manage multiple and varied workflows
- Ability to build and maintain good working relationships
- Ability to manage conflicting priorities and expectations
- Excellent communication skills including good command of English with oral and written skills
- Ability to work as part of a team
- Commitment to the values of our organisation

Desirable

- Clean driving licence and access to car