



Job Description and Person Specification: Office Administrator

Job Description

Title:	Office Administrator
Location:	GFS Head Office, London, EC1V 2PT
Reporting to:	Operations Manager
Responsible for:	N/A
Salary:	£23,000 per annum pro rata plus 10% (combined employer and employee) pension benefit
Hours:	Part time 21 hours a week
Holidays:	25 days per annum pro rata
Contract:	Permanent part time

About Girls Friendly Society

Established in 1875 Girls Friendly Society (GFS) is one of the oldest UK registered charities working to support girls and young women.

We help girls and young women through the difficult transitions from childhood to adolescence to young adulthood by providing opportunities for them to have fun, make friends and develop their understanding about themselves and the world around them - to enable them to fulfil their potential and live as independent women.

Our staff of 20 and national network of more than 170 trained volunteers deliver a gender-specific variety of activities, services and support to girls and young women in a safe, single gender, non-judgmental environment throughout England and Wales designed to:

- Build confidence, self-esteem, wellbeing and resilience
- Create support networks and foster friendship
- Develop healthy life coping and decision-making skills

We provide guidance, advice and information about a number of topics, issues and themes including friendship, healthy lives, positive relationships, happiness and independent living. We also support and promote campaigns addressing issues affecting girls and young women such as sexualisation, abusive relationships, discrimination, everyday sexism and the lack of equality in the workplace.

Further information about GFS at www.girlsfriendlysociety.org.uk.

About the job

GFS is recruiting an Office Administrator, which is a new post, to join the team during an exciting period of significant change.

This position will be a great opportunity for someone to develop their experience of providing administrative support in a small office and gain insight into the management and governance of a charitable organisation.

Major areas of responsibility

Administrative Support

- Coordinate administrative systems to ensure the smooth running of Head Office including - incoming/outgoing post, general enquiries emails, telephone cover and covering any absence
- Help with requests from members of staff and volunteers for resources, merchandise, documents, stationary etc.
- Support the organisation of GFS (face to face/online) meetings, conferences, staff away days, training events and AGMs - including preparing agendas, minuting meetings, collating papers, arranging accommodation and coordinating attendance.
- Respond to general enquiries
- Help implement transition to a paperless office
- Manage merchandise stock, ordering, postage and returns
- Manage administration of online registration of girls and young women
- Order stationery ensuring cost effectiveness
- Assist with archiving, shredding and recycling of paperwork
- Manage membership database, update records and administer membership renewals
- Assist Operations Manager with administration tasks and support of the Regional Development Coordinators
- Assist Marketing & Communications Department with administration of social media and other communications
- Provide occasional administrative support to other staff

Office Management

- Supervise service contracts, including office equipment (such as the photocopier) and cleaning contractor.
- Be the point of contact for resolving matters relating to office machines e.g. mobile phones, PCs, server
- Liaise with site manager regarding maintenance of GFS office and building
- Liaise with IT providers regarding equipment, new starters and troubleshooting IT issues
- Assist with office management tasks including but not limited to regular office risk assessment, management of hazards in a timely way, communicating progress and updates to the GFS staff team
- Proactively highlight and action office related issues to relevant bodies staff members should they arise

General

- Undertake training and attend meetings as required as part of the role.
- Assist with and be part of the planning, organising, preparation and running of occasional evening or weekend events and residentials.
- Comply with GFS policies and procedures, and assist with reviewing and updating these.
- Handle incoming correspondence and using own initiative; ensure that it is dealt with appropriately.
- Produce and/or assist with the production (typing) and formatting of a range of correspondence, including drafting correspondence on own initiative.
- Create and maintain effective online filing systems for a range of documentation.
- Organise meetings liaising with both internal and external attendees. Co-ordinate papers, make appropriate meal/refreshment arrangements, book accommodation and travel arrangements etc.
- Assist colleagues with large mail outs, specific projects and other tasks when required and in agreement with the Operations Manager.
- Assist and support the Executive Director and other staff (programme, advocacy, HR, finance and fundraising) in the administration of the charity including arranging meetings, office and project management and other assistance as may be required
- Minute staff meetings, noting actions and distribute to the staff team
- Undertake any other reasonable duties as and when requested.

Person Specification

Experience

Essential

- Experience in a similar role within a busy environment
- Competent user of Microsoft Office software: Word, Outlook, Excel
- Experience and confidence with using cloud based software e.g. Basecamp
- Experience of organising meetings and minute taking

Skills and abilities

Essential

- Highly motivated and organised with excellent attention to detail
- Ability to produce varied communications with highly developed interpersonal skills
- Excellent organisational skills with the ability to manage a varied and busy workload with conflicting deadlines.
- Demonstrated understanding and commitment to equality and diversity and its application.
- Willingness and ability to be committed to Girls Friendly Society's ethos and goals.

Desirable

- Experience of editing websites e.g. WordPress
- Experience of administration of a CRM, e.g. Salesforce

You will be

- Professional, proactive, positive and enthusiastic, with a strong work ethic and "can do" attitude
- Able to exhibit excellent discretion and adhere to professional standards and confidentiality
- Curious and inquisitive nature with the ability to work across all departments
- Capable of handling stressful situations while maintaining a positive demeanour
- Committed to delivering high standards of customer service and be a genuine team-player
- Confident and able to work with little direction, but understand the limits of your delegated authority

The ideal candidate would have empathy and enthusiasm for the objectives of GFS. Experience of the charity sector in either a voluntary or an employed capacity would be desirable. This post and its role requirement will develop with the needs of the charity.

Girls Friendly Society
March 2019