

## Administration Assistant

<b>Position:</b>	<b>Administration Assistant</b>
<b>Reports to:</b>	<b>Operations Manager</b>
<b>Team:</b>	<b>Finance &amp; Operations</b>
<b>Location:</b>	<b>Hybrid working from London office, with expectation of 3 days per week in the London office</b>
<b>Remuneration:</b>	<b>£27,500 per annum</b>
<b>Duration:</b>	<b>Permanent Full Time</b>

### 1. Specific Duties and Responsibilities

#### Team and Board Administration

- Provide high quality administration and organisational support to the AHF team and SMT.
- Support SMT and Trustees with diary management and liaison with external parties regarding meetings.
- Provide support to SMT in completing expenses claims.
- Book travel and accommodation for SMT and Trustees, achieving best value for the AHF.
- Working with the Operations Manager, help to organise governance meetings, venue bookings, and catering arrangements.
- Develop and maintain an all-staff meeting and governance diary for the year ahead, coordinating dates with SMT and Trustees, to maximise attendance.
- Assist the Operations Manager in maintaining good records and filing, both physical and electronic.
- Manage all-staff meeting bookings, including managing logistical arrangements for the Annual Away Day and making group accommodation bookings for the team, to secure best value.
- Format and circulate papers for all-staff and Board/Committee meetings.
- Provide cover by taking minutes for decision making meetings such as Credit or Grants Panel as required
- Other administrative duties as required for the good functioning of the AHF.

#### Office administration

- Under the direction of the Operations Manager, order stationery, office sundries, IT and office equipment, and office furniture.
- Ensure the Employee Handbook is maintained and kept up to date with legislation and best practice, as directed by the Operations Manager.
- Book contractors for works required for the office.
- Ensure the office environment is kept clean, tidy, safe, and secure, troubleshooting any day-to-day issues which arise.
- Help to action any issues requiring input from the AHF's IT consultants, database managers, and other consultants, as necessary.
- Be the primary point of contact for telephone and email enquiries, ensuring enquiries are dealt with in a timely manner and passed to the appropriate colleagues within the AHF. Open the post and action as appropriate.
- Undertake updates to the AHF website, liaising with AHF's external provider, as necessary.
- Ad hoc procurement for sundries via company credit card in line with finance procedures.
- Assist in administering and organising AHF wide events.
- Act as Fire Warden and First Aider for the AHF office, completing any training required.

- Maintain the premises maintenance register and organize trades as appropriate
- Other ad hoc tasks related to office management.

## **2. Person specification**

### **Essential**

- GCSEs or equivalent, including Maths and English grade 4 or above (grade C or above under old system).
- 18 months' + experience of administration and/or customer-facing role.
- Ability to work responsively and effectively as a member of a predominantly remote working team.
- Ability to work effectively on own initiative, setting or requesting help with setting appropriate priorities and meeting deadlines.
- Experience of organising meetings end to end (scheduling, papers, logistics, follow up, actions, disseminating minutes).
- Well organised and practical, accurate approach to administration and project management.
- Demonstrable strong oral and written communication skills.
- Excellent Microsoft Office and IT skills, accuracy, and attention to detail.
- Experience of handling confidential or sensitive information appropriately.
- Collaborative team player with a flexible, helpful, service orientated mindset.
- Willingness to learn new skills and drive efficiencies.

### **Desirable**

- Administration / Business Qualification e.g., Level 2 Business Administration or equivalent.
- Evidence of ongoing continual professional development (MS Office training, minute taking, project coordination).
- Experience of administration to include numerical work, and an understanding of GDPR and information security.
- Experience of project management or project tracking and analysis.
- Experience of supporting senior leadership teams, and Trustees.
- Experience of working within a charity or voluntary sector organisation.
- Demonstrable interest in built heritage and commitment to the AHF's mission.

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