Administration Assistant – Maternity Cover

40 hours per week, (12 Month FTC)

Department:	Central Services	**Level:**	Support-2
Reporting to:	Office Manager	**Location:**	Office based

Job Description

Purpose of the Post

You will provide effective administrative support to the Office Manager and the wider team to ensure the smooth running of the two charities, the Army Cadet Charitable Trust UK (ACCT UK) and the Combined Cadet Force Association (CCFA). You will support across a range of tasks including administration, office management, insurance provision as well as meetings and event support. This is a varied role that will see you supporting teams across the two charities.

A cheerful, can-do attitude is essential, as is the ability to work well with a diverse range of staff based in the head office and across the UK. You will be organised, have excellent attention to detail and the ability to prioritise and manage a varied workload. You will have strong written and verbal communication skills. You will provide excellent customer service while addressing both internal and external enquiries.

The position is full-time, located at our head office in central London. The post requires you to work five days a week in the office. The role is 40 hours per week, which can be worked flexibly.

Principal Responsibilities

Administration

Tasks will in include but are not limited to:

- Answer the office telephone, manage front of house and carry out reception duties.
- Communicate effectively with internal and external stakeholders in a way that both enables the work of the charities and enhances their reputations as friendly, supportive and engaged organisations.
- Assist with management of multiple group email mailboxes, ensure queries are responded to promptly.

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Registered charity in England, Wales and Northern Ireland (305962) and in Scotland (SC039057)

- Assist the Office Manager in maintaining the office environment, including:
    - Health and Safety considerations.
    - Order supplies.
    - Assist with coordination of contracts for office services.
    - Maintain a tidy and well-organised office environment
    - Organise charity post.
- Support with new starter onboarding; liaise with our IT provider to order equipment and set up new accounts.
- Use our online portal to book hire cars for staff members.
- Assist with the maintenance and management of internal records and information architecture.
- Process expenses and invoices.
- Coordinate marketing and fundraising stock in conjunction with the respective departments, including maintaining stock records and coordinating postage of stock to supporters.
- Ad hoc administrative tasks to support the wider team including the Senior Management Team.

Insurance & Membership

Support the Office Manager and Membership Secretary to manage insurance and membership products:

- Administer annual membership and insurance renewals keeping accurate records using both spreadsheets and our Customer Relationship Management (CRM) system (P365).
- Administer travel insurance.
- Act as a point of contact for both charities for insurance and membership queries.
- Facilitate insurance claims. Liaise with the claimant and insurance broker.

Meeting & Event Support

Support in the planning and delivery of meetings and events:

- Maintain accurate booking records for internal meeting rooms.
- Set up meeting rooms, including IT and catering for internal meetings such as board and committee meetings.
- Support the Office Manager with event management, including the annual Excellence Awards and bi-annual staff briefing days.

General

- Any other commensurate task as directed by your line manager.

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Key Skills and Attributes

Essential	Desirable	Methods of assessment
Qualifications and training		
• Practical experience in administrative roles, ideally in a charity environment	• Business or event management qualification	Application, interview
Experience and knowledge		
• 3-years' experience in an administrative position • Understanding of Health & Safety requirements within the office environment • Experience of using a customer relationship management system	• Experience of line management • Experience within the charity or not-for-profit sector • Understanding of procurement • Experience of event management	Application, interview, references
Skills and ability		
• Computer literate; advanced level using Microsoft products • Excellent written and verbal communication skills • Integrity and discretion in handling charity and beneficiary information • A 'can do' attitude and ability to maintain composure under pressure • Well organised and able to prioritise		Application, interview, references

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