

## Job description: Administrator

- **Job Title:** Administrator
- **Location:** London
- **Reporting to:** Global HR and Facilities Manager
- **Contract type:** Permanent
- **Salary:** £32,753 - £37,666 depending on the experience

### Job Purpose

To provide high quality, comprehensive administrative support to the Executive Management Team and to various functions as required (Executive Management Team, Governance, HR, Operations).

### Scope and Accountability

The post carries a high degree of responsibility and autonomy for maintaining confidentiality and discretion. The position reports to the Global HR and Facilities Manager and will be task managed by others as required. This role sits within the Core and Operations Department led by the Chief Operating Officer.

### Specific Tasks and Responsibilities

#### Supporting the Executive Management Team (EMT)

- Provide efficient administrative and logistical support to the EMT members
- Organise detailed travel as required including but not limited to arranging itineraries, visas, preparation of travel risk assessment forms, accommodation, submitting expenses, liaison with relevant teams to arrange meetings, maintain detailed trip folders and reconcile trip reports, and credit card expenditure.
- Complete monthly credit card reconciliations and reporting
- Assist members of the EMT with administration including printing and collating paperwork, filing, arranging occasional meetings and other administrative tasks as required.
- With input of EMT members, prepare the agendas and provide support for EMT meetings and the Team Leaders Forum (TLF) meetings including the timely distribution of papers.
- Coordinate, through taking minutes and information sharing, the actions of TLF and other meetings as requested, and monitor the implementation of action points, reporting this to the EMT as required.
- Assist in cross-departmental/organisational projects or initiatives managed by the ED or other members of the EMT

#### Governance

In coordination with another role with shared responsibility for some of these responsibilities:

- Coordinate the quarterly EMT reporting process, diarising deadlines for all applicable staff, providing template documents, sending reminder emails of deadlines, coordinating quarterly report packs for the EMT, status updates to the EMT as required.

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Conciliation Resources is a company limited by guarantee (3196482) and a charity registered in England and Wales (1055436)

- Diarise Board meetings, booking and set up of meeting rooms, coordinating catering and other associated logistics. For Board meetings held virtually, arrange videoconferencing and provide technological support to Board members.
- Coordinate the production of all papers distributed to Board members, ensure they are circulated in a timely manner and that Board meetings are well supported.
- Provide support to the Board of Trustees in making travel and other arrangements for attending or participating in Board meetings and events.
- Maintain regular, professional and efficient communications with the Chair of the Board and other Trustees.
- Take and circulate minutes of Board and Committee meetings.
- Coordinate, through minuting and information sharing, the actions of each meeting, and monitor the implementation of action points, reporting this to the ED/EMT as required.
- Provide support to the Chair of the Board of Trustees in making periodic trips to the office in London and other related travel.
- Process trip reports and expenses for the Chair and other Board members for participation in CR-related meetings.
- Maintain Trustees profiles on the website.
- Annually provide conflict of interest forms to all Board members and provide the returned copies to the HR Manager

## Human Resources

- Support HR Manager with the recruitment and onboarding processes, including initial sifting of applications, sharing shortlisting packs with the panel, scheduling interviews & assessment, and security & reference checks.
- Scheduling and monitoring inductions, rolling out inductions review surveys and periodically collating the results.
- Facilitate the end of probation surveys & annual performance appraisal process by collecting & sharing feedback with the line managers.
- Diarise key dates within the employment cycle and monitor (including but not limited to) probation reviews, end-of-contract, leaver, and appraisal processes.
- Provide support as required for the ongoing management and development of CR's HR system and HR policies.

## Operations and other areas

- Refresh the organisation's Timesheet template and disseminate internally.
- Responsible for the CR email inbox, responding to queries in a timely manner.
- Responsible for post, answering general calls and dealing with couriers and visitors
- Oversee the organisation's project management and data software, managing the relationship with the supplier and being a central point of contact internally. Related tasks include user management and taking the lead on fixing issues.
- Be proactive in improving systems and processes across the organisation.
- Act as an exemplar with regard to CR's policies
- Positively engage in CR's work on safeguarding and help us all to keep people safe.
- Positively engage in cross-organisational learning initiatives and promote internal learning.
- Participate in the Core and Ops department and other organisational meetings or working groups as required.

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- Participate in monthly line management and annual performance appraisals.
- Share information through Conciliation Resources' information and relationship management systems: enter and update contacts on the shared contacts and donor databases, intranet, monitoring and reporting system, and shared files.
- Perform other duties and tasks, consistent with the skills and expertise of the postholder, as required in non-routine circumstances

## Person Specification

### Knowledge

- Good computer literacy and knowledge of MS Office, particularly Excel, and database software.
- Fluent written and spoken English.
- Knowledge of information management systems including databases.

### Experience

- Experience supporting senior executive staff, preferably including support to a team or number of staff.
- Experience of working in an organisation with an international outlook, preferably with experience of working with individuals in different time zones.
- Proven experience of effective administration of meetings
- Experience of communicating with external bodies or individuals on behalf of a senior executive team.
- Experience of event organisation including logistics, travel (domestic and international including visas and travel booking) and budgeting.
- Experience of working effectively as a link between executive management and other key stakeholders.
- Proven experience of prioritising own workload and working autonomously.
- Experience of taking fast and accurate minutes.
- Prior experience using content management systems (desirable – training will be provided)

### Skills/Attributes

- Excellent interpersonal and team working skills, including an ability to be diplomatic and persuasive in working with other staff, managers and trustees.
- Excellent written communication skills, including the ability to draft documents and correspondence and accurately transcribe.
- Good friendly verbal communication skills, including cultural sensitivity.
- Discretion in dealing with confidential or sensitive information.
- Excellent organisational skills (i.e. time management, work planning and an ability to work on own initiative).
- Ability to meet deadlines under pressure and calmly manage several competing priorities.
- Commitment to peacebuilding and Conciliation Resources' values.