



## **Executive Assistant / Administrator - Job Description**

**Reports to:** Operations Manager, Dose of Nature

**Location:** Kew, London, and off-site visits where required.

**Contract:** 4 or 5 days 9-5:30pm Monday to Friday (with some hybrid working 2/3 days a week.)

**Salary:** £28,407 to £34,581 (FTE)

### **Job Overview**

We are seeking a highly organised and proactive Executive Assistant and Administrator to support our team and ensure the smooth operation of our office. This is an exciting opportunity for an enthusiastic and self-motivated, experienced executive assistant with administration experience to join our warm and friendly mental health charity. Dose of Nature is in an exciting phase of growth as we continue to receive greater funding to expand our reach. This role requires a detail-oriented individual with excellent communication skills, who can manage multiple tasks and priorities efficiently. You will assist with incoming calls and enquiries from our clients and volunteers whilst supporting our team members with recurring daily tasks and stand-alone projects with minimal direction and supervision.

The successful candidate will be a key player in facilitating our mission by providing exceptional administrative support and contributing to the overall effectiveness of the organisation. We offer candidates hybrid working arrangements with the opportunity to work on-site in our nature reserve at [Pensford Field](#), near Kew Gardens, 1-2 days per week.

We are looking for someone with enthusiasm, passion, and a can-do attitude, who is confident in making decisions and solving problems. You will need to hit the ground running, must be able to deal with conflicting demands and prioritise work whilst ensuring that a high-quality service is provided and that deadlines are met. You must be professional, with good attention to detail and a high level of discretion, with great written and verbal communication abilities and excellent organisational skills.

The nature of the role may require occasional flexible hours such as occasional evenings to cover quarterly Board meetings and other events as necessitated by the needs of the charity.

### **Dose of Nature**

[Dose of Nature](#) is a mental health charity whose objective is to improve the mental health and wellbeing of individuals through increased engagement with the natural world. Our work is rooted in a wealth of scientific evidence that demonstrates the physiological and psychological benefits of spending time in nature. We deliver 'nature prescriptions' to people referred by their GP with a wide range of mental health issues, including depression, anxiety, trauma, and addiction. Our Dose of Nature Prescription Programme is overseen by psychologists and is a genuine alternative to both medication and more traditional psychological interventions. Through a combination of education, first-hand experience, and practical and motivational support, we aim to encourage a greater connection with nature and inspire lifestyle changes that will have a significant and lasting impact on mental wellbeing. Dose of Nature is a fun, supportive and lively organisation that encourages creativity and independence, as well as a strong sense of working together as a team.

This document sets out the main responsibilities and duties of the post but is neither exhaustive nor exclusive and the postholder may be required to undertake such other duties and responsibilities as may reasonably be expected of an employee of this grade.

## **Key Responsibilities**

### **Executive Support:**

- Assist the operations and psychology team with daily administrative tasks, including managing calendars and scheduling meetings.
- Book client appointments and act as the first point of contact for individuals referred to our service for support with a range of mental health difficulties.
- Act as the primary point of contact between the team and external stakeholders, namely our clients and volunteers.
- Prepare and edit correspondence, presentations, and reports as required.
- Manage emails, mailing lists and correspondence.
- Maintain relationships with GP practices who refer into Dose of Nature, process referrals and inform GPs of client progress.
- Assist with the smooth running of our year-long research project with the London School of Economics, including daily updates of spreadsheets and database reporting.
- Coordinate and manage special projects as assigned by the strategy team.

### **Office Administration:**

- Aid the Operations Assistant to oversee the day-to-day operations of the office, ensuring a productive and efficient working environment.
- Handle incoming and outgoing communications, including emails, phone calls, and mail, namely from our clients and volunteers.
- Organise and maintain electronic and paper files and records.
- Update and maintain accurate volunteer and client records.
- Maintain staff and volunteer safeguarding records and provide quarterly updates, including processing DBS applications and supporting onboarding of new volunteers.
- Provide other general administrative support to the psychology and operations team, including making online orders, liaising with printers, posting resource packs and training booklets, updating website.

### **Event Coordination:**

- Assist in planning and coordinating events, workshops, and meetings, including logistics and participant communication
- Prepare meeting agendas, materials, and minutes.
- Coordinate quarterly trustee meetings and annual AGM including, taking minutes at these meetings as required (our AGMS take place at an agreed venue near one of the Dose of Nature locations).
- Provide evening or weekend support at our bi-annual social events for our client base, volunteers, and donors (dates are always arranged well in advance).

### **Human Resources Support:**

- Assist with HR functions, including maintaining employee records and updating HR databases.
- Coordinate recruitment processes, including posting job openings and scheduling interviews.
- Facilitate new employee onboarding and training sessions

## **Person Specification**

### **Experience and qualifications (please see \* below):**

- Proven experience as an executive assistant, personal assistant, secretarial support, office administrator, or similar role (minimum: 2 years)
- Educated to GCSE or equivalent (minimum).
- Experience working with vulnerable people/people with mental health difficulties.
- Excellent organisational and time-management skills.
- Strong written and verbal communication abilities.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and familiarity with office management software (experience using CRM systems is desirable).
- Ability to work independently and as part of a team in a fast-paced environment.
- Attention to detail and problem-solving skills.
- Experience in the non-profit sector (Desirable).
- Fluent English speaker (required).
- Driving licence (Desirable).

#### **Skills:**

- A can-do attitude towards all tasks, embracing challenges with enthusiasm and determination.
- Proficiency in handling various administrative tasks under tight deadlines.
- Integrity and experience of dealing appropriately with confidential and sensitive information.
- A confident and polite telephone manner, capable of handling client and supplier interactions professionally.
- An organised and methodical approach to planning and delivery, able to work under own initiative and manage competing priorities.
- Demonstrated ability to provide excellent customer service and always helpful.

#### **Behaviour:**

- Enthusiastic and committed to Dose of Nature's vision and values, and to making a difference to the lives of people with mental health issues through spending time in nature.
- Enthusiasm and drive – with results focus and a can-do attitude; able to work on own initiative with minimal supervision.
- Warm, open, and sensitive – able to create rapport, build relationships and inspire confidence.
- Adaptable, flexible and practical – willing to roll sleeves up and do what's needed to get the job done.
- Open to learn, receive feedback – committed to own professional development.

#### **What we can offer you/benefits:**

- Kind and caring colleagues who work collaboratively as a team.
- Flexibility to work from home, for at least 2-3 days per week
- Generous holiday entitlement.
- Company pension.

\*If you do not fit all the criteria but have relevant skills and experience that could make you a good fit for the role, then we would love to hear from you. You do not need to have done this exact role before.

#### **How to Apply**

Please submit a 1-page cover letter and your CV before 5PM on 04 October 2024