



**ARTHRITIS ACTION**

**OFFICE ADMINISTRATOR**

**JOB DESCRIPTION**

<b>Reporting to:</b>	<b>Operations Manager</b>
<b>Head Office:</b>	<b>56 Buckingham Gate, London SW1E 6AE</b>
<b>Location:</b>	<b>Hybrid: Two fixed days in London office, three days at home</b>
<b>Hours:</b>	<b>Full-Time (37.5 hours per week)</b>
<b>Salary:</b>	<b>£25,000 – £30,000 per annum</b>
<b>Purpose:</b>	<b>This is a varied role providing administrative support to Arthritis Action's Finance, Executive Management and Services Teams. You will also ensure the smooth running of the Charity's office in London, providing day to day operational assistance, working under the supervision of the Operations Manager.</b>

**Key Responsibilities – the role will include but not be restricted to:**

- Providing admin support to the Finance, Executive Management and Services Teams
- Ensuring smooth running of the office and troubleshooting issues that arise

**Office & Executive Admin**

- Support CEO with scheduling meetings, database entries and diary management
- Support with administration of Committee & Trustee meetings, and writing minutes
- Provide admin support for the Executive Management Team
- Responsible for premises troubleshooting, arranging minor repairs, cleaners, and refurbishment
- Liaise with landlord and office contacts where necessary
- Deal with incoming and external post and franking machine.
- IT administration

**Finance**

- Process staff credit card transactions
- Set up and process all direct debits and reconcile with monthly reports from the Direct Debit supplier
- Upload invoices, donations and other transactions, and file supplier invoices
- Other ad hoc finance tasks

**Services & Team Support**

- Be the first point of contact for incoming telephone calls to Arthritis Action

- Organise monthly team meetings and write the minutes
- Respond to research requests

### **Other Activities**

- Other tasks relevant to the level of this post may be asked of you

## **PERSON SPECIFICATION**

### **EXPERIENCE & SKILLS**

Competent in Microsoft Office packages	Essential
Experience in delivering strong customer service	Essential
Excellent verbal and written communications skills	Essential
Efficient organisational and time management skills	Essential
Experience of supporting an Executive Team and writing minutes	Essential
Experience of working in the Charity sector	Desirable
Experience of managing a database/CRM	Desirable

### **ATTRIBUTES**

Excellent customer service and inter-personal skills	Essential
A self-starter, able to work on own initiative where required	Essential
Enthusiastic team-player with a can-do attitude	Essential

### **How to Apply:**

Applications should be in the form of a CV with a covering letter explaining your interest in and suitability for the role. Please provide both email and telephone contact information for yourself. Applications should be sent by email to [alison@arthritisaaction.org.uk](mailto:alison@arthritisaaction.org.uk). Candidates must be eligible to work in the UK. Please note that only short-listed candidates will be contacted.

Applications should be received by **23:59 on Wednesday 24 April** at the latest.

First-round interviews will be held in the London office. Second-round interviews will be held via Zoom. Date tbc.

Early application is encouraged as we will review applications throughout the advertising period and reserve the right to close the advert ahead of the deadline should we receive a sufficient number of applications.

Arthritis Action is an equal opportunities employer. We treat employees and job applicants in the same way regardless of age, disability, marital status, gender reassignment, race, colour, nationality, ethnic origin, sexual orientation, religion or belief.