



OFFICE ADMINISTRATOR - JOB DESCRIPTION

Reporting to:	Operations Manager
Head Office:	56 Buckingham Gate, London SW1E 6AE
Location:	Hybrid: Two fixed days in London office (Mondays and Wednesdays), three days at home
Hours:	Full-Time (37.5 hours per week)
Salary:	£25,000 – £30,000 per annum

About Arthritis Action

Arthritis Action is the UK charity giving hands-on, practical help to improve the quality of life of people affected by arthritis. We offer an integrated self-management approach, which looks at both the physical and mental health impact of living with arthritis. We support people living with musculoskeletal conditions through healthy eating advice, mental health resources, pain management techniques, Online Groups, employment support, and exercise advice and resources. We also offer one-to-one nutritional consultations; access to clinical appointments with our network of osteopaths, physiotherapists, and acupuncturists; and a personalised pathway for goal setting, through our Membership, to help people take control of their arthritis and enjoy life to the full.

Purpose

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.

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
- Administration of legacies including corresponding with solicitors
- 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 mel@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 Friday 14 June** at the latest.

First-round interviews will be held in the London office on **Wednesday 19 June**. Second-round interviews will be held online on **Wednesday 26 June**.

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.