

Job Title:	Office Assistant
Department:	Facilities & Volunteers
Location:	London
Reports to:	Facilities & Volunteers Manager
Line Management Responsibility:	None
Budgetary Responsibility:	None
Child Safeguarding level:	<p>We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us.</p> <p>Therefore, this post is subject to a range of vetting checks including a criminal records disclosure, DBS, or in the event that the employee is not a UK resident, a check to its equivalent in the current residing country will be required.</p>

Job Purpose:

The Office Assistant will deliver efficient and proactive reception, administrative, and clerical support to various aspects of Muslim Aid's operations. This includes handling HQ property-related matters, security functions, maintenance contracts, insurance, repairs, refurbishments, office equipment, inventory management, rent and utility payments, office supplies, and ensuring a clean and organised workspace.

The role also involves proactively identifying, documenting, and resolving issues and risks impacting the organisation and its staff, with a strong emphasis on Health & Safety and cost efficiency. Also, the Office Assistant will support additional requirements of MA HQ during Trustee meetings and other meetings and conferences.

Key Accountabilities:

General Office Administration

1. Provide a professional "front-of-house" service to office personnel, guests and members of the public.
2. Log and distribute all departmental correspondence, processing invoices in line with current procedures.
3. Perform checks to ensure a clean, organised, equipped, safe and functional working environment exists for its occupants taking remedial action to maintain a clean and presentable office.
4. Maintain the office's stock inventory ensuring that supplies are available for use within agreed service levels.
5. Log and report building and facility issues that enables maintenance to be undertaken to minimise disruptions.
6. Oversee maintenance/building work undertaken by third party contractors.
7. Undertake market research to identify companies that can meet various office needs as part of the procurement process.
8. Maintain facilities department intranet and SharePoint filing system.
9. Update facilities manuals to reflect changes in appliance usage.

10. Collaborate with the Volunteers Assistant during periods of high demand to ensure that stakeholders have the resources they need to achieve their goals.

Financial Administration

11. Raise payments for incoming invoices in line with financial requirements.
12. Tag and log Fixed Assets bimonthly in line with established guidelines.
13. Update Fixed Asset register bimonthly to reflect sold/broken/lost items.

Other

14. To ensure all records are maintained and stored appropriately in line with MA document management and IT policies.
15. To comply with all policies, procedures, legal and regulatory requirements.
16. Any other duties commensurate with the accountabilities of the post.

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Person Specification		
	Essential / Desirable	Assessment Stage
Qualifications:		
Educated to Degree level standard or working towards a degree.	Desirable	Application
Experience & Knowledge:		
Understanding of relevant health and safety legislation.	Desirable	Application and Interview
Experience of maintaining office administration and managing budgets.	Desirable	Application and Interview
Experience of managing and maintain database systems and organising record keeping systems.	Essential	Application and Interview
Experience of securing discounts for goods/services.	Desirable	Application and Interview
Experience of managing external contracts/liasing with suppliers.	Desirable	Application and Interview
Experience of facilities maintenance.	Desirable	Application and Interview
Knowledge of office systems and practice.	Desirable	Application and Interview
Skills & Abilities:		
Ability to communicate with various stakeholders in a clear, concise way.	Essential	Interview
Commitments:		
Commitment to Muslim Aid's mission, visions and values.	Essential	
Commitment to Muslim Aid's ethos.	Essential	
Commitment to equality of opportunity and diversity.	Essential	
Commitment to Muslim Aid's Global Safeguarding Policy.	Essential	

You will display the competencies below :	
Competencies	Definition
Team working	Co-operates with and respect colleagues to exceed up and beyond individual efforts.
Communication	The ability to listen, express and communicate information effectively.
Performance Management	Delivery of organisation objectives through effective setting of SMART personal goals and team goals.
Results Focused	Getting the job done in an efficient way through effective time, task and financial management.
Leadership	Inspiring, supporting and developing others to achieve outstanding levels of performance.
Innovation & Continuous Improvement	Constantly seeking to improve the way business is done through analysis, creativity, problem solving and change initiatives.

Please signify your acceptance of this job description by signing below and returning a copy to HR					
Employee Signature:		Employee Name:		Date:	
Line Manager Signature:		Line Manager Name:		Date:	