

Job title	Personal Assistant and Office Administrator
Location	Prison Fellowship Support Office (London SW1)
Reports to	Chief Executive Officer
Main responsibilities	To provide executive support to the CEO and Board of Trustees, as well as adding administrative capacity to the Support Team.

Critical Competences

- Clear written and verbal communicator;
- Self-motivated and have excellent organisational skills and strong attention to detail;
- Excellent time management and ability to work to multiple deadlines;
- Ability to analyse problems and find efficient solutions; to show initiative and flexibility;
- Capacity to understand and retain a number of complex administrative functions;
- Good team member, excellent interpersonal skills and ability to relate to people at all levels internally and externally. Understands the value of working with others;
- Aligned with Christian ethos and values of Prison Fellowship and able to promote the Christian mission of the charity.

Knowledge and skill requirement

- High level of secretarial and competences including diary management;
- Understanding the basics of charity governance and administration
- Good working knowledge of MS Office applications. Knowledge of Raisers Edge (our CRM) is desirable;
- Good level of numeracy and literary skills;
- Desirable: 3 to 5 years' experience of working in a general administrative or PA role.

Working with

- CEO – to provide administrative and diary support to the CEO's daily tasks.
- Operations Team Administrator and Programmes Coordinator – to work alongside PF's team of administrators to add capacity to our programme delivery.
- Board of Trustees – to provide administrative support for the Board as required.
- Volunteers – to provide administrative support and answer queries.
- PF Staff Team – to maintain basic office functions and to communicate and promote our work effectively to key audiences.

Key Accountabilities

Support for Chief Executive

- To give excellent administrative support to the Chief Executive. Responsible for diary management and travel arrangements;
- Organising meetings and coordinating hospitality as directed by CEO, taking minutes as required;
- Administering Board meetings including preparation of Board papers for Trustees;
- Filtering general information, queries, phone calls and invitations to Chief Executive by redirecting or taking forward, as appropriate;
- Liaising with key stakeholders on behalf of the CEO;
- Acting as representative of the CEO, understanding their wishes and preferences.

Office Administrative Support

- Performing an administrative function across all of PF's programming as required;
- Adding capacity to PF's administrative team, being able to support other administrators in programme delivery during busy times;
- Ensuring the optimum use of office spaces, room and event space bookings including liaison with landlord;
- Supporting IT and related systems, including liaison with outsourced contractors;
- Updating PF's Raiser's Edge database to help maintain an accurate and useable volunteer and supporter database.

Other

- Ensure incoming enquiries and correspondence by phone, email and post are correctly dealt with in a timely manner;
- Assist the Support Team with other tasks as required;
- Participation in Support Team prayer meetings;
- Periodic visits to PF group activities, including prayer meetings and visiting prisons.

Work Basis and Salary

- £25,000 – £26,500, based upon 5 days per week (35 hours). Working flexibly as organisational needs demand;
- Willing and able to work occasional evenings / weekends and travel to support PF Volunteer and Supporter events across England and Wales.