

## Results UK Job Description:

### Key terms and conditions

**Salary:** £27,770

**Contract type:** Fixed term contract for 12 months with the possibility of extension

**Hours:** 50% FTE 17.5 Hours per week

**Holidays:** 25 days plus bank holidays (Pro Rata). Staff additionally get a day off on their birthday and our office is closed between Christmas and New Year.

**Pension:** Employee contributions to pension are matched 1:1 by Results up to a maximum of 5% of gross salary.

**Benefits:** Cycle scheme, interest free travel card loan and Employee Access Programme

**Line Manager:** Head of Operations

**Location:** Results UK works hybridly with most staff coming into the office 2 days a week but other working patterns are possible, given the nature of this role the postholder is expected to commit to coming into the office at least once a week although we can be flexible on which day. Our office is in Millbank Tower, London, SW1P 4QP.

**Starting date:** This role is available from 1st of July 2024

### About Results UK

Results' mission is to work with others to create the public and political will to end poverty, by enabling people to exercise their personal and political power for change.

Internationally, we work with Results organisations around the world, and in health we also work with partners in India, Kenya, Zambia and elsewhere through the international ACTION Global Health Advocacy Partnership ([www.action.org](http://www.action.org)). Results UK believes the building blocks of the end of poverty can be most simply articulated as “health, education, economic opportunities, and citizen voice”. These are the things that all people, wherever they live, need and have a right to.

Within these areas, we prioritise a small number of specific issues where we can have the most influence to achieve much needed development progress. Across all our issues, our aims are to mobilise resources, change policy, and create the public and political will that will bring about change.

## **Role Description**

This is an interesting and varied role providing administrative support across the organisation. As the first point of contact within the you will be responsible for liaising with a large range of stakeholders from supporters to Members of Parliament.

This role will be responsible for office administration including liaising with the landlord, office suppliers, providing supporting the finance function including processing direct debits, staff credit cards and supplier invoices. The role will also support some HR functions in particular recruitment and onboarding of new staff.

Lastly this role will play an active part of the operations team providing support to staff across the organisation a wide range of activities such as booking flights, organising events and all staff away days.

## **Key responsibilities**

- Managing the shared inboxes across the organisation, providing the first point of contact for external queries and supporting the process for responding to new campaign volunteers.
- Ensure the smooth running of our office, including ordering supplies, liaising with the landlord and overall responsibility for Health and Safety
- Working with the Senior Finance and Operations Officer to ensure that our HR database is up to date.
- Updating our fundraising database to ensure accurate record keeping of donations.
- Support the smooth running of our finance function by processing supplier invoices, credit card top ups and other tasks as required.
- Providing support to recruitment, including liaising with potential candidates, setting up interviews and induction schedules for new staff.
- Booking flights and accommodation for staff across the organisation and setting up new booking profiles for new staff.
- Providing support to organisational events from staff away days to parliamentary receptions.
- Play a key role in the operations team including organising team meetings and away days.
- Be flexible and undertake other tasks as required.

## **Person specification**

We are looking for an enthusiastic and experienced administrator who is highly organised and able to manage their own workload. In return we offer the right person the opportunity to work on a variety of different projects with no two days the same.

You must be confident in working with a wide variety of people across the organisation and willing to take the lead on administrative processes.

## **Skills and Experience**

### **Essential**

- Previous experience of office administration
- Experience of using microsoft office and google applications
- Previous experience of data entry and using databases
- Previous experience of finance process including processing supplier invoices, credit card returns and compliance with financial procedures.
- Excellent English writing skills with an ability to write clearly and succinctly for a range of audiences.
- Strong interpersonal skills, able to build rapport with people from different backgrounds and cultures.

### **Desirable**

- Previous experience of using HR Databases
- Previous experience of working in a charity

- Previous experience of planning and managing events

### **Personal attributes**

- A self-starter, who is highly organised with strong attention to detail and comfortable working with a high degree of autonomy.
- A commitment to anti-oppression and challenging your own thinking and biases.
- An ability to respond flexibly to changing priorities, and to stick to deadlines.
- A team player who enjoys supporting other team members towards common objectives.
- Excellent written and oral communication skills.
- Willingness to occasionally work unsociable hours for which Time Off in Lieu will be offered.

### **Why work for Results?**

Like you, we're passionate about ending poverty. We're a small, collaborative organisation that has a big impact. We just do advocacy - we don't run programmes. The experience you gain with us sets you up for a career in international development. Here are a few of the benefits of joining us, in addition to the salary, pension and annual leave outlined at the top of this document.

### **Work-life balance**

- We offer flexible working so you can manage work around your own needs. Due to the part time nature of this role we are happy to

discuss a range of different options on how to manage this role including school hours or term time only.

- Hybrid working means you don't have to be trapped in a long commute every day and don't have to be London based.
- Staff members have their birthdays off as a bonus day of leave and we close the office between Christmas and new year so you don't need to take leave.
- We subscribe to the Bupa employee advice line – free confidential access to financial and legal advisors as well as telephone and online counselling sessions.
- In addition we run training on mental health at work and have named mental health first aiders who can be contacted in confidence if you would like help finding support.
- All staff have the opportunity to join working groups outside of their work areas according to their interests. Our staff wellbeing team explores how we can improve our staff wellbeing - most recently publishing a comprehensive guide - and reviews what we have done to date.

## **Anti-oppression**

- We offer half a day's anti-oppression learning leave each year
- As well as making reasonable adjustments, we support our staff in making applications to the Access to Work scheme to get additional equipment where needed.
- We offer disability leave for disabled colleagues to manage specific needs they may have without having to give up their holidays.

- We have a staff working group on anti-oppression which helps to develop our work on anti-oppression and identify gaps in our current work.

## **Partnerships**

- Results UK hosts 3 other organisations working on specific aspects of global health and education, so you benefit from other perspectives and get an in-depth understanding of other work going on in the sector.
- We are part of the ACTION global health partnership which brings together CSOs from around the world to share learning and coordinate advocacy.

## **Equality, Diversity and Inclusion**

At Results UK, we believe in equality, diversity and inclusion, and that it should be the norm. As well as this being an issue of equality and fairness, we recognise that diverse and inclusive organisations are some of the most productive and impactful.

As an organisation, we are aware of the underrepresentation of certain groups and communities in our sector. These include - but are certainly not limited to - people from Black, Asian and minority ethnic (BAME) communities, refugees, people with disabilities and people from lower socio-economic backgrounds.

We want to change this and are committed to playing our part as an organisation. As a committed equal opportunities employer, we actively



welcome applications from people of a wide range of backgrounds, skills and abilities, recognising the value that these different perspectives bring to our organisation.

### **How to apply**

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To apply for this job please submit a CV demonstrating your previous experience and answer the questions outlined below via our [online application system](#)

**Deadline** for applications 10th of June 2024

**Interviews** will be held online on 14th of June 2024.

**All candidates must have the right to live and work in the UK.** If you are made an offer of employment, this will be subject to verifying that you are eligible to work in the UK before you start work. We are unable to offer visa sponsorship for this role.

### **Shortlisting questions**

You will be asked to answer the following questions as part of the application process.





What motivates you to apply for this role, what are the skills and experience you would bring to Results UK?

This role will be the first point of call within the organisation. How will you approach communicating with a wide range of internal and external audiences from volunteers and supporters to members of parliament?

The ability to plan and prioritise your work is essential to this role, how will you manage competing deadlines and prioritise activities?

What does the term anti-oppression mean to you? Feel free to reflect on your personal experiences of anti-oppression if you would like to do so.