



JOB DESCRIPTION

Job Title:	Programmes Assistant
Group:	Programmes
Job Function:	Assistant
Reporting to:	Director of Programmes
Location:	London (EC4Y 0DA)
Working Pattern:	Full time, 35 hours
Salary:	£25,000 - £35,000
Contract length:	18 months fixed term (with extension dependent on funding)

ABOUT LUMOS

Lumos is an international children's charity founded in 2005 by the author J.K. Rowling to end the harmful practice of institutionalisation of children. Lumos's mission is to fight for every child's right to a family by transforming care systems around the world. Our vision is for all children to grow up in safe and loving families.

Despite clear evidence of the harms of institutionalisation, an estimated 5.4 million children worldwide continue to live in institutions. Separated from their families and communities, these children are deprived of the love, attention and opportunities they need to thrive. Our three-pronged approach is to prevent family separation, to protect children and to promote care reform. We've made important progress in closing harmful institutions and reuniting children with their families. And where children are unable to live with their birth families, we promote alternative family-based care, such as kinship care and quality foster care. Thanks to our tireless efforts alongside many other champions of care reform, the harms of institutionalisation are now more widely understood. A global movement is underway and the UN, the EU and some large development agencies have joined individual countries in pledging to change how they care for vulnerable children. We are committed to ensuring that global policy commitments are translated into local action, leading to sustainable change for vulnerable children.

Find out more about our work at www.wearelumos.org

Job Purpose:

The Programmes Assistant within Programmes will provide efficient, flexible and proactive administrative and organizational support to the Director of Programmes and to the two Deputy Directors (Programmes and Advocacy). He/ She will be responsible for the Director of Programmes' diary management, for organising various internal and external meetings, including meeting agendas, setting up translations and minute taking, as well as, providing follow up summary notes and action trackers. This will include the Programme advisory group meeting, countries Board meetings, Programmes regular meetings and many other various meetings within Programmes.

The Programmes Assistant will also support the Director of Programmes and Deputy Directors to design presentations, develop dashboards, manage excel sheets, etc.

The Programmes Assistant will support the daily operations, logistic, and administrative functions across the Programmes and Advocacy functions. His/her responsibilities will include making travel and meeting arrangements, preparing reports and maintaining appropriate filing systems. The Programme Assistant will also contribute to the planning, reviewing and reporting on budgets and finances.

The ideal candidate should have excellent oral and written communication skills and be able to organize their work using electronic tools and devices and office equipment. In addition, he/she has to be highly organized, detail-oriented, and capable of multitasking in a fast-paced environment.

Key Responsibilities

The Programmes Assistant will:

- Assist the Director of Programmes and Deputy Directors (Programmes and Advocacy) in the coordination and organisation of daily administrative, operational and logistical activities within Programmes
- Provide general administrative support within Programmes, including scheduling and organising appointments and meetings, managing calendars, and organizing files, liaising with country offices when necessary
- Coordinate meetings agendas, take and distribute detailed minutes and monitor action trackers
- Prepare and distribute correspondence, reports, and other documentation as required
- Write and distribute email, correspondence memos, letters and forms
- Edit content, create and integrate graphics in reports, dashboards, and develop high quality and professional Power Point presentations
- Maintain and update Programmes documentation and records and a filing system electronically and in hard copies
- Support the running and full functioning of the Programmes SharePoint site, providing technical expertise to colleagues to enable their development and full use of Lumos' systems
- Create and maintain contact lists. Serve as the main point of contact for partners, manage Programmes emails and their internal distribution/allocation within Programmes
- Handle confidential information with discretion and professionalism
- Order office supplies for Programmes and research new deals and suppliers

- Coordinate logistics for events, meetings, and other programme activities, including, office bookings, organising materials and folders, ordering and organising refreshments, etc.
- Contribute in terms of logistics to the organisation of country and other visits. Prepare relevant information and required reports as well as logistics. Develop Risk Assessment for travel for the Programmes HQ staff, book travel and accommodations
- Organize transportation, accommodation and other logistic arrangements for international travel and country staff travel to UK for meetings and study visits
- Provide general support to visitors
- Act as the point of contact for internal and external partners
- Liaise with the team within Programmes and with other Groups to handle requests and queries from senior managers
- Manage the inventory of supplies and equipment, ensuring timely procurement and distribution
- Monitor and track shipments and deliveries to ensure timely arrival
- Assist in the preparation and management of budgets and financial reports
- Submit and reconcile expense reports
- Coordinate with relevant team/staff on invoicing Programmes consultants and service providers, liaising across the programmes group and Finance
- Contribute to the planning and organisation of the process of new staff & consultants' induction, within Programmes. Ensure new email addresses are set up
- Coordinate with relevant internal groups/departments to ensure effective support and communication, and to provide accurate information to the country teams regarding Lumos policies and regulations
- Ensure activities are carried out in compliance with Lumos programmatic and operational rules and procedures
- Work in close collaboration with other Groups at Lumos to ensure the smooth running and effective coordination of common goals. Ensure smooth workflow and communication.

Additional responsibilities

- On an ad hoc basis, manage discrete and timebound internal and external projects that enable learning, sharing, and maximise various opportunities for Programmes
- Carry out other tasks as reasonably required by the Director of Programmes and Deputy Directors of Programmes and Advocacy.



PERSON SPECIFICATION CRITERIA

Person Specification

The Programmes Assistant will play an important role in the Programmes group, supporting the Director of Programmes and the Deputy Directors of Programmes and Advocacy.

- The successful candidate will have a demonstrable ability to communicate effectively with team members of varied work styles and cultures, be process-oriented and results-focused, meet deadlines with flexibility, creativity, and high quality.
- They will have a proven ability to learn quickly, multi-task, prioritise, be accountable for results, and focused on the details.
- Good relationship skills with ability to work collaboratively as part of a multidisciplinary and multicultural team.
- Good writing skills. Analytical, problem-solving and systems thinking capacity and skills. Proactive, resourceful and results-oriented.

Knowledge/Skills		
	Essential	Desirable
• Strong written communication skills for emails, speeches, reports, minutes and other papers writing;	✓	
• Ability to prioritise and multitask while working on a variety of projects – particularly internationally;	✓	
• Excellent organisational skills, time-management and attention to detail;	✓	
• Excellent interpersonal skills and ability to work with a wide variety of experts across cultures;	✓	
• Ability to gather, organise and consolidate, and synthesise large amounts of technical information, including budgets, produced in different contexts	✓	
• Strong organizational and multitasking skills. Ability to work independently and as part of a team.	✓	
• Ability to work, calmly and creatively and to respond to a dynamic and changing environment	✓	
• Proficient in MS Office packages (Excel, Word, PowerPoint), Web Conferencing Applications, knowledge-sharing networks, experienced in Microsoft Office software, word processors, spreadsheets and tools for	✓	

creating publications. Comfortable with browsers, software and operating systems.		
• Fluent written and verbal English.	✓	

Experience		
	Essential	Desirable
• Experience of working in global teams/ an international organisation, and supporting colleagues across a variety of projects and locations internationally	✓	
• At least one years' experience in a Programme Assistant role, supporting senior management	✓	
• Experience and knowledge of logistics, administration and supply chain management principles	✓	
• Familiarity with finance, invoicing, budget preparation and financial reporting	✓	
• Experience of managing competing priorities and multi-tasking effectively	✓	
• Knowledge and experience of working in transforming care/ children's services;		✓
• Fluency in a language other than English.		✓

SAFEGUARDING STATEMENT

Lumos has a zero-tolerance approach towards all forms of bullying, harassment, sexual exploitation and abuse or any other form of maltreatment, whether towards children, adults at risk, colleagues or anyone else.

Lumos recognises that the rights of safety and security are aligned with its core mission of ending institutionalisation. Effective and robust safeguarding sit at the heart of our mission and values, and accordingly, Lumos is committed to ensuring the safety and protection of children and adults at risk in all of its work. We expect all staff, associates and volunteers to share this commitment.

Lumos is a member of the Inter Agency Misconduct Disclosure Scheme and will carefully screen all applicants and any offers of employment are subject to checks and suitable references. Lumos has a comprehensive safeguarding and PSEA policy, including expectations for behaviour and conduct that must be followed at all times, as well as an expectation that staff and associates act in accordance with the Rules for Sexual Conduct for Humanitarian Workers. Additionally, Lumos also invests in ensuring accessible reporting and feedback and complaints mechanisms for children, adults at risk and partners to monitor the appropriateness and effectiveness of Lumos work. Lone working with children and adults at risk is not permitted without prior approval and risk assessment. Staff and associates will be required to sign the safeguarding policy, complete a self-declaration and will be provided with a comprehensive safeguarding induction to understanding of Lumos policies and how to implement them in our work.

EQUALITY, DIVERSITY AND INCLUSION STATEMENT

Lumos is wholly committed to equality, diversity and inclusion and against all forms of discrimination. We are committed to creating and sustaining a positive working environment that encourages, supports and gives a voice to all, so that we can best support the children we serve.

We must ensure that all staff are equally valued, included, empowered and respected across the organisation and in everything we do. Lumos is fundamentally built on diverse, multi-national and multi-cultural teams.

This is something we cherish as a key strength and an integral part of our identity. Our organisation values and celebrates the diversity, culture and experience of each member of staff, provides equality of care, and support to everyone.

We pledge to listen carefully, to educate ourselves continually, to promote open dialogue, and to seek out and deal with discrimination and prejudice wherever it occurs in Lumos.

OUR VALUES

Children are at the heart of everything we do. Every child needs love and care in order to flourish – and we're proud that this is reflected in the values we hold within our organisation. We want to see all children grow up in safe and loving families. Our core values drive us forward in our vision, underpin every aspect of our work and strategy and are critical to helping us maintain a thriving and effective organisation. By making sure every individual feels valued and empowered, we can bring about the very best outcomes for the children we serve.

- We embrace **COLLABORATION**
- We strive for **EXCELLENCE**
- We show **RESPECT**
- We always **CARE**
- We are **PASSIONATE**

WE ARE LUMOS



