

## OFFICE ADMINISTRATOR

### JOB DESCRIPTION

#### General Information

<b>Title:</b>	Office Administrator
<b>Job Base:</b>	<b>London SE1</b> (offices may move to another central London location within the next 12 months)
<b>Salary:</b>	£26,500
<b>Hours of Work:</b>	40 hours per week
<b>Reports To:</b>	Finance Manager

#### Job Summary

We have a fantastic opportunity for an experienced office administrator to take on this varied role involved with every part of our organisation. Responsible for the effectiveness and efficiency of this busy office, you would be a key player in the success of the whole team.

#### About The Hepatitis C Trust

The Hepatitis C Trust is a national charity. We provide information, advocacy, services and individual support, working with prisons and health systems across the UK to increase awareness, diagnosis, treatment and care. Established in 2000, we are a patient-led and patient-run organisation and a key part of the UK's strategy to eliminate hepatitis C as a public health problem by 2030.

#### About the role

We are looking for an energetic, proactive Office Administrator with great people skills who can be the 'go to' person for our teams and get involved in all aspects of our work. You will be working closely with our CEO, Trustees and senior management team to ensure that we have effective administration, governance, HR and communication systems, with the right records and procedures in place. This is a varied role, overseeing the day to day running of our head office and supporting our staff teams across the UK.

The Office Administrator holds a central role in The Hepatitis C Trust, as he/she ensures that administrative, HR, governance and internal communications functions are maintained to a high standard. Responsibilities include:

- Administration and information management
- Managing HR and governance systems
- Providing administrative/PA support to the Chief Executive and Trustees
- Office management and resourcing

### About you

An experienced Administrator with exceptional organisational skills, you will have the ability to manage a large and varied workload and juggle competing priorities.

You will have a friendly and professional manner and will be equally happy dealing with unsolicited sales calls as being supportive when fielding calls to our helpline. You will be highly organised and confident in negotiating with other organisations and suppliers.

Your oral, written and digital communication skills will be excellent. You will be happy exploring new ideas and approaches, learning new skills and taking on new challenges. Experience of working with a board, knowledge of hepatitis C and/or health and social care, and an understanding of the non-profit sector would be advantages.

For more information or an informal discussion about the role, please contact Kate Comyn at [administration@hepctrust.org.uk](mailto:administration@hepctrust.org.uk)

### **The Hepatitis C Trust is committed to equality, diversity and inclusion.**

We welcome applications from all sections of the community.

We guarantee an interview to candidates with a disability who meet the essential criteria.

We are happy to discuss flexible working.



## Key Responsibilities

### 1. ADMINISTRATION

- 1.1 Coordinating central communications, including incoming telephone calls, mail in/out of the office and meetings, conferences and office events.
- 1.2 Liaising with external suppliers, project funders and stakeholders.
- 1.3 Preparing general correspondence as requested to a professional standard, e.g. drafting letters, internal memorandums, copy typing policies and reports.
- 1.4 Arranging travel and accommodation for staff
- 1.5 Setting up meeting rooms for in-house events including ensuring equipment is available, refreshments are provided and ordering catering where applicable.
- 1.6 Scheduling and coordinate meetings, events and away days.
- 1.7 Monitoring supplies and stock, ordering resources for staff and projects. This will include stationery, refreshments, printed leaflets and publications and – for the time being due to coronavirus – personal protective equipment.

### 2. HR

- 2.1 Assisting with recruitment processes for the organisation, from arranging the advertisement, administration for recruitment and selection process including responding to applicants, producing selection packs, interview packs, letters and contracts.
- 2.2 Overseeing annual leave, TOIL, sick leave records and personnel files, ensuring these are kept up to date by managers.
- 2.3 Working with our HR support, to ensure HR policies and the HCT Staff Handbook are kept up to date, managing annual review and distribution
- 2.4 Managing staff training and development systems, ensuring staff, volunteers and trustees are up to date on mandatory training.
- 2.5 Overseeing Disclosure and Barring service checks for staff members and volunteers, annual reviews and records
- 2.6 Ensure health and safety, first aid and fire regulations are followed

### 3. GOVERNANCE

- 3.1 Supporting the production of reports for management and Trustee meetings, including assisting with Excel summaries for quarterly and annual performance monitoring
- 3.2 Oversee, maintain and develop organisational registers and information systems including the fixed asset register, risk register, and staff training development records
- 3.3 Ensuring all HCT policies and procedures are kept up to date and in line with any new legislation
- 3.4 Planning, attending and writing minutes for meetings of the Board of Trustees
- 3.5 Managing the HCT contracts system, ensuring signed copies are on file, notice periods are highlighted to senior management and, with the finance manager, payments are received to schedule

#### **54 PERSONAL/PROFESSIONAL DEVELOPMENT AND TRAINING**

- 4.1 To attend and prepare for regular line management meetings.
- 4.2 To participate in annual appraisals in accordance with HCT policy.
- 4.3 To continue to develop skills, expertise and knowledge in the management of staff and services.
- 4.5 To continue to develop information and communication technology (ICT) skills.
- 4.6 To maintain an up to date knowledge and awareness of developments in public policy and legislation regarding hepatitis C and related subjects by attending relevant training courses, regional and national meetings and conferences.

#### **5. FURTHER INFORMATION**

- 5.1 The post holder must at all times carry out duties and responsibilities with due regard to the HCT's equal opportunities policies and procedures.
- 5.2 The post holder must ensure that personal information for volunteers, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the General Data Protection Regulations (GDPR) and the common law duty of confidentiality.
- 5.3 The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
- 5.4 The post holder is required to familiarise themselves with and comply with HCT policies and procedures.

- 5.5 The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report as necessary any untoward accident, incident or potentially hazardous environment.
- 5.6 The post holder may be subject to checks by the Disclosure and Barring Service (DBS).

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to their grade that are not listed above, at the direction of their manager.

**Person Specification**

**Office Administrator**

Criteria are Essential (E) or Desirable (D)  
Criteria may be assessed by Application (A) and/or at Interview (I)

		<b>E or D</b>	<b>Assessed via</b>
<b>EDUCATION/ QUALIFICATIONS</b>	5 GCSEs or equivalent	E	A
<b>SKILLS/ABILITIES</b>	Strong IT skills including MS Office applications (particularly Word, Excel, PowerPoint and Outlook) and capable of acquiring new IT skills quickly and passing these on to others	E	A, I
	Ability to work both independently and as part of a team	E	A, I
	Strong interpersonal skills	E	A, I
	Effective oral and written communication skills	E	A, I
	The ability to remain calm under pressure, work to tight deadlines and deal with competing priorities	E	A, I
<b>EXPERIENCE</b>	High level administrative / office management experience	E	A, I
	Experience of developing, updating and/or maintaining information management systems (e.g databases, risk registers, HR records)	E	A, I
	Experience managing projects and/or events	D	A, I
<b>KNOWLEDGE</b>	Knowledge and understanding of current policies and strategies that affect the voluntary and community sector.	D	A
	Knowledge of hepatitis C, affected populations, health and/or social care	D	A
	Understanding of, and commitment to, issues of diversity and the principles of equality, as they relate to both staff and service provision.	E	A, I