

**Job description**

**Job Title:** Executive Assistant and Office Administrator

**Responsible to:** Chief Executive/HR Manager

**Contract:** Permanent / Part Time 28 hours / Tuesday-Friday

**Salary:** £32,041 inclusive of ILWA. Pro rata salary £25,633.

**Location:** 20 Great Dover, London, SE1 4LX

**Date Updated:** July 2024

**Aims of the Post**

* To manage the Chief Executive’s Office effectively and proactively, including organising and planning diary, correspondence, minutes, travel, communications and reports.
* To organise and co-ordinate general office procedures and administration to ensure the smooth running of the London office.

**Chief Executive’s Office**

* Provide confidential EA support to the Chief Executive, and administrative support on specific projects.
* Set up and maintain an annual calendar for the work of the Chief Executive
* Manage and maintain the Chief Executive’s diary appointments and travel arrangements, ensuring effective forward planning.
* Prepare and edit correspondence, communications, presentations and other documents.
* Where appropriate take and action minutes of Senior Team Meetings.
* Keep systems and processes under review and make recommendations for improvements as appropriate.
* Provide excellent customer service to those contacting or visiting the Chief Executive.
* Act as point of contact for the Chief Executive internally and externally.
* Work with the Finance Officer to process invoices and expenses for the Chief Executive.

**Office Administration**

* Support the HR Manager with ensuring that relevant office policies and procedures are up-to-date, regularly reviewed, and communicated to all staff across all Carers UK offices.
* Ensure that booking systems are being utilised ensuring a smooth hybrid office approach.
* Ensure that the training rooms are being booked and used accurately. Liaise with clients.
* Keep records of all office equipment supplied to staff via Carers UK and via Penelope, including activating fobs.
* Work with line managers and HR to ensure that any adjustments identified via the DSE checklist are implemented.
* Ensure best value in the purchasing of office supplies, equipment and services.
* Support the Chief Operating Officer in managing office budgets.
* Assist with any courier arrangements for Carers UK and via Penelope
* Have control of all incoming and outgoing post correspondence and liaise with couriers to ensure efficient and cost-effective deliveries.
* Ensure that office equipment and supplies are well maintained and functioning effectively, ordering supplies as required.
* Ensure that health and safety, fire safety and office security are maintained and improved where necessary.
* Act as a point of contact for first aid queries. Training will be provided.
* Act as a Fire Warden. Training will be provided.
* Ensure that the cleaners are attending the office when appropriate.
* Collaborate with the HR Manager regarding any complaints regarding the office or any policies relevant to the office.
* Be the main point of contact in the reception area including meet and greet and providing first line information to visitors and guests.
* Supervise and maintain all aspects of the office space, working with contractors when appropriate.
* Ensure that the kitchen area is hygienic and that staff are removing waste food.
* Identify opportunities for office improvements such as environmental waste and inclusion provisions.
* Liaising with neighbouring parties of GDS.
* Assist HR by providing an office induction for new joiners.
* Assist with the administration of events both internally and externally, supporting, where appropriate, the Events and marketing Manager.
* Ensure recycling is regularly collected, whilst encouraging ways to increase recycling.
* Coordinator the archiving and removal of confidential waste.
* Regularly liaise with colleagues in the offices in Cardiff and Glasgow in respect of office management, together identifying and recommending improvements that can be made.

**General**

* Attend staff meetings and Carers UK staff conferences and events as directed.
* Develop and maintain excellent working relationships with all colleagues.
* Attend briefings, meetings, training courses relating to the charity as required.
* Promote equality and diversity and work at all times in accordance with Carers UK’s values, policies and procedures, in all aspects of the role.
* Carry out other tasks appropriate to the post as directed by the Chief Executive
* To comply with the data protection regulations, ensuring that information on members, supporters, employees and volunteers remains confidential.

**Person Specification**

* Minimum 2 year’s relevant experience.
* Excellent customer services and communication and collaboration skills.
* A proactive and positive working attitude.
* Present a professional image to all visitors to Carers UK.
* Ability to maintain confidentiality at all times in relation to the Chief Executive’s office
* Ability to work independently and take responsibility for assigned tasks.
* The ability to prioritise and manage your time effectively.
* Be able to respond effectively to an unplanned event.
* Strong planning and organisational skills.
* The ability to remain calm under pressure and work to tight deadlines.
* Excellent attention to detail.
* Experience of using office equipment and software eg. video conferencing.
* A willingness and ability to learn fast, on the job.
* Understanding and commitment to equal opportunities.

## Review

This job description gives an outline of the main duties of the post. It does not form part of the contract of employment and may be changed from time to time in consultation with the post holder.

### Our Values

Carers are at the heart of everything we do. We are:

### Attentive

* + - we welcome everyone and are always supportive and ready to help
    - we listen carefully and respond with expertise and understanding.

### Ambitious

* + - we’re courageous and innovative, aiming high and seeking out new ideas and opportunities that take us forward
    - we are always learning and improving, pushing boundaries to increase our impact.

### Achievers

* + - we are passionate about what we do and tenacious in our pursuit of change
    - we adapt to new challenges and are always striving for excellence
    - we love to collaborate and enjoy working with others to reach our goals.

### Diversity and inclusion

Carers UK is committed to becoming a diverse and truly inclusive organisation. We strive to create a workplace where our colleagues and volunteers can truly be themselves and feel like they belong and constantly seek to ensure all voices are heard.

To embrace this culture of diversity, our employee and volunteer recruitment should reflect our stakeholders and the society that we serve and support, regardless of age, race, gender, sexual orientation, physical abilities, disabilities or religious practices. We value individual diversity and are actively building diverse teams here at Carers UK and value our colleagues from a wide range of backgrounds.

As a membership charity for carers, we particularly seek employees and volunteers with a real understanding of the issues faced by carers. Reasonable adjustments can be made to the process and role dependent on the needs of the applicant.

**Terms of Appointment**

Salary: £32,041 inclusive of ILWA. Pro rata salary £25,633.

Contract: Permanent – Part time – 4 days, 28 hours

Location: 20, Great Dover Street, London SE1 4LX (hybrid working)

**Benefits**

We understand what you need from us as an organisation and recognising that, offer you a rewarding role in a truly flexible and supportive working environment with many attractive benefits. We’ve developed inclusive policies, flexible working arrangements with your wellbeing at the heart of Carers UK.

* A work life balance commitment with flexible working arrangements available in a truly flexible working culture
* 25 days holiday (excluding bank holidays) rising to 28 days with long service
* Additional paid leave over Christmas and New Year when the office is closed
* Up to 10 days paid carers leave
* Health Cash Plan including access to a 24-hour support helpline, GP access, a wellbeing app, cashback for dental, optical and other health treatments plus retail discounts
* Equality, diversity and inclusion employee networking groups
* Recognition scheme including a values winner of the month
* 6% employer contribution to stakeholder pension scheme
* Loans for bikes when you have been with us for 6 months
* Family Friendly policies
* Interest free season ticket loans
* Free life insurance cover 2 times your annual salary
* Central London location with excellent transport links, beautiful views of London and close to Borough Market
* Socials such as weekly quizzes and ad hoc events
* Induction and buddy scheme
* A commitment to staff learning and development including access to a learning management system
* Two paid volunteer days per year

We are proud to be an Employers for Carers and Carer Positive member and a Living Wage Employer. We have signed the ‘Happy to Talk Flexible Working’ initiative and are committed to building the best possible environment to help carers in the workforce. Carers UK have signed the Menopause Workplace Pledge and have achieved the Disability Confident Commitment.

As a responsible organisation, we have taken a proactive approach to managing our impact by conducting an external eco-audit of the organisation. We already have an environmental and energy policy and together with the audit recommendations which we will be working to implement we will continue to work to manage our impact. We expect all employees to help us achieve our aim of being an environmentally responsible charity.

**How to Apply**

For an application pack please visit <https://www.carersuk.org/about-us/working-for-carers-uk>

Please also ensure you have also completed and submitted the personal details form and the diversity monitoring form provided on this site. The information on the form will be treated as confidential and used for statistical purposes only. These forms will not be treated as part of your application.

CV, personal statement and completed monitoring forms should be emailed to recruitment@carersuk.org. Please send in your application as soon as possible.

Carers UK anonymises all applications prior to shortlisting.

Carers UK are actively interviewing for this role as we receive applications.

Carers UK reserves the right to appoint at any stage, should an outstanding candidate emerge.

Carers UK may carry out online and social media checks before a formal offer is made.