

PA/Office Manager

August 2017
JOB DESCRIPTION



PA to CEO/Office Manager

Full time

Salary: £35,000 pa

Location: Central London, WC1

Closing date: 9am, 1st Sept 2017

About the role

This is an exciting opportunity to consolidate your PA and office management skills, working in the medical research charity sector. You will provide PA support to our Chief Executive and office management support to the busy AMRC team. As well as taking responsibility for the smooth working of the office you will also have the opportunity to become involved in supporting events.

About AMRC

AMRC is the national membership organisation of leading medical and health research charities. Our strategy holds two essential thoughts - AMRC membership is a hallmark of quality. An AMRC should be the strong collective voice for the sector. Our role is to support our members, large and small, as they fund research which seeks to find cures and treatments for serious medical conditions.

About you

You have at least 3-5 years PA and office management experience and are looking for a job that will allow you to show your organisational skills. You are organised and motivated to produce work of high quality and have an eye for detail. It is important that you have a strong focus on customer service – the AMRC exists to serve its members and in this role you provide our ‘front of house’. You will be a clear and helpful communicator, interested in the work we do and able to answer or direct queries from members to the rest of the team. You will be understanding and supportive of the vision, mission and aims of the AMRC. The role will offer you a varied remit within a fast paced and dynamic environment with an opportunity to learn the business and get involved.

Role of the PA to CEO/Office Manager

Reporting to:

Chief Executive

Key responsibilities:

PA

- Manage the chief executive’s diary, filter correspondence and organise papers for meetings.
- Organise high-level meetings for CEO and other senior staff with external stakeholders and charity members.
- Coordination of travel for the CEO and other members of the senior team, ensuring all meetings are attended on time, effectively coordinating locations to minimise travel time between meetings. Booking of train tickets, taxis and hotels for travel ensuring a cost effective solution at all times to minimise travel expenditure.

PA/Office

- Assist in the production of PowerPoint presentations on behalf of the CEO in preparation for speaking events, liaising with other team members to assimilate relevant information and conducting research as required.
- Support quarterly Council meetings and other meeting where needed. Responsible for venue set up including refreshments and when required to attend taking concise and accurate minutes and prepare action points.
- Provide governance support by overseeing the preparation, collation and distribution of minutes, agendas and reports for all trustees meetings and committees. Plus supporting the CEO with other governance matters eg filing annual report and accounts.

Finance

- Preparing invoices, expenses and remittance advices for the book-keeper to post.
- Bank cheques and file bank statements and other documents as needed.
- Provide credit control support.
- Support the team with the annual invoicing of all members at financial year end.

Office Management

- Help ensure smooth running of the office. Responsibility for filing, post, couriers, outgoing & incoming mail and ordering office supplies.
- Acting as the main point of contact for internal and external relationships.
- Providing front of house duties, answering phones and directing queries and hosting visitors.
- Acting as the go to person for IT issues. Liaising with our IT provider to resolve issues quickly, accurately logging all IT support provided and reconciling with invoices received.
- Use and maintain customer relationship management database of charity members and stakeholders (Salesforce).
- Assist with research and administrative support to the team as needed.
- Maintaining awareness of health and safety in the office, complying with the company's health and safety policy.
- Organising all staff team meetings and booking rooms.
- Organising SMT weekly meeting and booking rooms.
- Support the data protection SRO and ensure the annual cyber essentials certification is completed and passed.

Events

- Provide administrative support for AMRC events when required by the Events Manager.
- Responsible for planning and coordinating all team lunches and away days.
- Attending membership events and evening dinners to provide support at the registration desk.

HR

- Responsible for all general HR administrative duties including processing all paperwork for joiners and leavers including employment contracts and referencing, liaising with IT to ensure all new employees have access to relevant systems, coordinating induction and organising security passes.
- Understand the importance of discretion and confidentiality when undertaking HR related duties.

PA/Office

- Managing the administration of the AMRC TPT pension scheme to include adding and removing new members of staff to the Pensions Trust online BenPal system plus ensuring filing of correct paperwork and liaising with payroll when staff are auto-enrolled.
- Managing the administration of the online MyHRToolkit system for employee HR. (Record, monitor and coordinate all holidays and monitor and record sickness, ensuring all the relevant forms are completed and uploaded appropriately.

Person specification

Education and experience	
Graduate	D
Experience of working in a administrative role or organising events	E
Skills	
Excellent written and oral communication skills	E
Organised, with good time management skills and ability to prioritise competing demands.	E
Ability to work methodically and accurately with excellent attention to detail	E
Good interpersonal skills, able to work well with colleagues	E
Positive attitude to work, open to learning and new ways of working	E
Good IT skills	E
Willingness to work flexibly when required	E