

Head Office and Projects Administrator

Job Description

Job Title:	Head Office and Projects Administrator.
Responsible to:	CEO
Location:	EACH Ealing, 4 th Floor, 84 Uxbridge Road, West Ealing, W13 8RA but will be required to work across all locations of the organisation.
Hours:	37.5 hours per week.

Main Purpose and Scope of the Post:

- a) To provide high quality administrative, organisational and co-ordination support to the CEO and Senior Leadership and Management Teams, ensuring effective Head Office operations
- b) Support organisational projects through mobilisation, reporting, monitoring, administration and follow up activities

The postholder will act as a central co-ordination and support point, helping to maintain systems, track actions, prepare reports and presentations, support governance and policy functions and ensure organisational priorities are delivered effectively, including on business improvements, funding and impact.

Main Activities of the post

1. CEO and SLT Support

- Provide comprehensive administrative support to the CEO and SLT.
- Co-ordinate diaries, agendas, papers, meeting logistics, action logs and follow-up as required
- Prepare materials as required, e.g. concise briefing notes, meeting packs, minutes, presentations, reports and follow up communications
- Maintain Head Office work plans, action trackers and performance dashboards and monitor progress against these
- Handle confidential and sensitive information appropriately and professionally
- Act as a central point of co-ordination between SLT, the admin team, and operational/service teams
- Support organisational planning and implementation monitoring.

2. Head Office Administration Co-ordination

- Co-ordinate administration and resource functions across Head Office, including its annual calendar of trainings, events, meetings
- Assist in the arrangement of organisational events
- Support the development and implementation of efficient administrative processes
- Support the development and maintenance of organisational templates, trackers, documentation and administrative systems

Head Office and Projects Administrator

Job Description

- Liaise with and support HR, Finance, Data, Communications and operational teams to meet Head Office requirements, e.g. on policy reviews, audits
- Support compliance, governance and quality assurance administration
- Respond to enquiries where appropriate

3. Mobilisation and Projects Administration

- Provide administrative support when setting up or transitioning new services, projects, contracts, and office locations.
- Liaise and co-ordinate with Head office, staff and teams to ensure organisational readiness, including on HR, reporting requirements, and comms
- Assist in monitoring project milestones and performance dashboards and escalate delays appropriately
- Assist in arranging project events
- Maintain records of lessons learned and project documentation
- Liaise with stakeholders where required, e.g. funders and delivery partners

4. Reporting and Monitoring

- Collate and analyse information from services and projects for organisational reports, social media content and materials
- Provide performance reports and updates to inform planning, improvements and impact
- Maintain an up-to-date reporting tracker
- Assist with the collection of data, evidence and supporting information

5. Funding and Business Development Support

- Undertake research and assist in organisational planning and service developments
- Support research and information gathering of relevant funding, tenders, grants, trends and sector developments
- Maintain a funding and tender opportunities tracker.
- Co-ordinate administrative requirements, deadlines and supporting evidence.
- Assist with drafting, editing and quality-checking applications.
- Co-ordinate contributions from different teams and maintain a library of standard organisational information

General Responsibilities

- Promote EACH's policies and practice regarding equal opportunities which are designed to challenge discrimination and disadvantage.
- Adhere to EACH's health & safety policy, confidentiality policy code of conduct and other policies and procedures relating to different aspects of EACH's work.
- Engage in regular supervision and the annual staff appraisal process.
- Participate in training in relation to the specific duties of the post.

Head Office and Projects Administrator Job Description

- Model EACH's values and professional standards
- Any other responsibilities that may be assigned by management

This post is subject to a 6-month probationary period except where the successful candidate is currently in the employment of EACH Counselling and Support.