

PERSON SPECIFICATION

Head Office and Projects Administrator

E: Essential
D: Desirable

I: Tested at interview stage
A: Tested at application stage

EXPERIENCE & QUALIFICATIONS		
Experience of providing high-quality administrative support within a busy office in a voluntary sector, charity, public-sector or comparable setting	E	A/I
Experience of preparing information and reports, e.g. agendas, meeting papers, minutes, action logs, briefing notes, reports and presentations	E	A/I
Experience of co-ordinating calendars and schedules, e.g. meetings, events and activities	E	A/I
Experience of supporting senior staff or managers or project teams to meet KPIs and deadlines	E	A/I
Experience of maintaining accurate records, databases and electronic filing systems	E	A/I
Experience of handling confidential and sensitive information with discretion	E	A/I
Experience of working with multiple colleagues, teams or stakeholders to obtain information and co-ordinate contributions	E	A/I
Experience of supporting governance, compliance, reporting, policy review, audit or quality-assurance activity	D	A/I
Experience of supporting funding applications, tender processes, research or business-development activity	D	A/I

SKILLS & KNOWLEDGE & ABILITIES		
Excellent organisational skills, with the ability to prioritise, plan and manage a varied workload and meet deadlines and maintain attention to detail	E	A/I
Ability to provide professional, responsive and reliable support to the CEO, Senior Leadership Team and colleagues	E	A/I
Ability to maintain attention to detail and high level of accuracy	E	
Strong written and verbal communication skills, including the ability to produce clear minutes, briefings and presentations in a timely way	E	A/I
Ability to plan and co-ordinate diaries, meetings, agendas, papers, meeting logistics, action logs and follow-up activity	E	A/I
Ability to maintain, monitor and provide reports on performance trackers, central logs and service and project dashboards	E	A/I
Ability to collect, collate and present information from different teams for reports, updates, planning and impact materials	E	A/I
Ability to work collaboratively across Head Office, Management Committee, services and central functions, including HR, Finance, Data and Communications	E	A/I
Ability to help set up new services and projects and support them in their mobilisation and implementation	E	A/I
Ability to co-ordinate and track project timelines	E	A/I
Ability to support projects and programmes on their administration, monitoring information, reporting schedules, action plans and internal and external deadlines	E	A/I

PERSON SPECIFICATION

Head Office and Projects Administrator

Ability to work across the organisation with diverse teams, services and locations	E	A/I
Ability to build effective working relationships with colleagues, managers, trustees and external stakeholders, including funders and partners	E	A/I
Ability to identify practical improvements to administrative processes, templates and systems	E	A/I
Demonstrates sound judgement, accountability and discretion	E	A/I
Ability to support development and implementation of policies, processes and procedures	E	A/I
Ability to work independently, use initiative and escalate issues appropriately	E	A/I
Excellent competence in Microsoft Office tools and confidence using shared electronic systems	E	A/I
Ability to support evaluations, research and business development and funding activities	E	A/I
Ability to communicate appropriately and respectfully with people from diverse backgrounds and in different contexts, adapting style where needed	E	A/I
Ability to support events, training sessions, workshops, evaluations, meetings and room or venue arrangements	E	A/I
Ability to support communications, publicity, social media updates and stakeholder information	E	A/I
Ability to support developments and initiatives that further organisational strategic priorities	E	A/I

Other requirements		
Resilient and adaptable, including working across sites and out of hours where required	E	A/ I
Approachable, collaborative and relationship and team-oriented	E	A/I
Ability to challenge constructively and support evidence-based decision making	E	A/I
Understanding of EACH's work and specialism	E	A/I
Ability to work under pressure and effectively within the voluntary sector/charity context	E	A/I
Commitment to Equality, Diversity and Inclusion, organisational and personal learning and working within EACH's values and ethics	E	A/I