

Age UK Sunderland

Job Description

Post:	Business Support Administrator
Responsible to:	Age UK Sunderland Senior Management Team (SMT)
Location:	Bradbury Centre, Stockton Road, Sunderland
Hours:	28 - 35 hours per week
Salary	£25, 425 p.a.

Job Purpose

To provide effective and efficient business administrative support to the senior management team co-ordinating all activities and associated administrative duties in line with business need.

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- Provide first class professional and confidential administrative support to the Age UK Sunderland's Senior Management Team (SMT).
- Co-ordinate SMT diaries, prioritising, scheduling and cancelling meetings.
- Organise and facilitate internal/external meetings, events, appointments, collate information, provide briefings, arrange and carry out follow up actions.
- Provide key point of contact for the SMT determining and dealing with all internal and external contacts effectively.
- Coordinate correspondence, electronic and paper-based communications, prioritising, actioning and storing as appropriate.
- Assist SMT in both national and local campaigning work, liaising with Age UK Campaigns unit, partner organisations, general public and media etc. on their behalf.
- Provide business administrative support in all aspects of recruitment of new staff and of current staff (e.g. minute taking at staff consultations, disciplinary investigations and hearings etc.).
- Draft, word process and distribute emails, letters, reports, agendas etc. on SMT's behalf.
- Actively coordinate on the planning, organisation and facilitation of successful organisational conferences and events (e.g. celebrations, etc.), coordinating working groups, staff and volunteer teams to support and deliver.

- To act as main point of contact Age UK Brand matters and use of Age UK Brand Bank online system to design compliant promotional materials for Age UK Sunderland, e.g. leaflets, posters, letterhead, signage and marketing etc.
- To provide administrative maintenance and repair support.
- Research, source information and produce briefings on behalf of the SMT.
- Use available systems to establish and maintain the smooth running of the SMT office, ensuring information is accessible and quickly retrieved.
- To provide the administrative function of AUKS's website and social media platforms
- To support in the provision of communication technology
- Provide a fully comprehensive administrative function to service the Board of Trustees including:
 - effectively planning and organising of Board and subcommittee meetings
 - effective minute taking, producing and distributing meeting Board & subcommittee minutes, papers and reports
- Assist in Charity matters including the coordination of the Annual Review and HR related reports.
- Assist the SMT in maintaining quality assurance systems, e.g. ISO9001 and Health & Safety accreditations.
- To follow all organisational Safeguarding policies and procedures.
- To follow all GDPR procedures and principles.
- Requirement to attend some evening meetings (approx. 6 per annum)
- To abide by all policies and procedures of Age UK Sunderland, including being aware of and responsible corporately and as an individual for Health and Safety policy.
- To undertake all reasonable tasks, in keeping with the level of responsibility of the post, as requested by the CEO.

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Person Specification

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Essential Requirements

- The ability to conduct professionalism & strict confidentiality at all times
- A good standard of education
- Excellent verbal and written communication skills
- I.T. literate with experience of word processing, spread sheets, mail merge, database, PowerPoint and desktop publishing
- NVQ level III qualification in Business Administration or equivalent/above or relevant experience
- Fast and accurate word processing
- Ability to work independently and as part of a team and manage own workload
- Substantial admin support experience at reporting to senior management level
- Experience of diary management and ability to prioritise
- Experience in comprehensive minute taking
- Ability to competently understand and abide by Age UK Sunderland's Confidentiality Policy
- Excellent organisational skills
- Excellent interpersonal skills
- Ability to work under pressure and meet deadlines
- Experience of HR administration
- An understanding of and empathy with the needs and aspirations of older people
- Understanding of GDPR and data protection policies

Desirable Requirements

- Hold a recognised shorthand qualification