

Job Title: **Team Administrator (Northern Ireland)**
Part time 21 hours per week. Fixed term until 22/12/2017

Purpose: Provide administrative and office support to Northern Ireland teams
Reports to: Admin Team Leader (Northern Ireland)
Direct reports: none; may be required to supervise volunteers as delegated
Key relationships: Admin Team Leaders (CSO), Learning & Development, Strategic Partnership, Engagement and Volunteering, External Affairs and Programme teams (Northern Ireland), administration teams across UK geographies, Business Support Teams (CSO) and Volunteering Advisers.

Main responsibilities:

General Administration

- i. Provide admin support activities including travel and accommodation booking, diary management, arranging meetings internally and externally, filing, typing; responding to queries and requests for information; keeping delegate and budget logs up to date; processing invoices for payment through our finance system.
- ii. Maintain accurate records for monitoring and reporting on CRM and any associated databases, ensuring all information held is correct. Collate data for reporting as requested.
- iii. Provide cover for other Team Administrators as required, monitoring team inboxes.
- iv. Strictly adhere to all Macmillan policies and office procedures, including Health & Safety and Data Protection.
- v. Maintain meeting room diaries, organise rooms, equipment and catering.

Office Support

- i. Undertake reception duties for the Office for Northern Ireland, ensuring queries are responded to promptly and all mail is processed within agreed timescales.
- ii. Provide support in maintaining health and safety and expenditure records, ordering resources and other marketing materials.
- iii. Provide support to the Admin Team Leader in maintaining office procedures and ensuring that office facilities and IT run smoothly.

Events and Courses Administration

- i. Organise and administer certificated and similar courses in line with accreditation requirements and as directed by the Admin Team Leader.
- ii. Organise and support the delivery of internal and external events for services as directed by the Admin Team Leader.
- iii. Provide general information and administrative support on courses to delegates / Macmillan Professionals / volunteers and people affected by cancer.
- iv. Provide admin support for events and courses, ensuring an exemplary level of customer care, focusing on providing high quality information and documentation, accurate delegate and budget logs, evidencing your skills around attention to detail, organisation and process management.
- v. Throughout you will keep the Admin Team Leader informed of any issues.

Volunteer Management

- i. In discussion with the Admin Team Leader, provide support to office admin volunteers.

Competencies:

- Improving Customer Service
- Focusing on Outcomes
- Building and Maintaining Relationships
- Effective Team working
- Communications and Influencing
- Planning and Prioritisation
- Problem Solving and Decision Making
- Dealing with Change
- Learning and Development

Skills required:

Definition of skill level:

1. Basic understanding through minimal experience or training
2. Good working knowledge and ability in simple context
3. Sound knowledge and ability in variety of contexts
4. Expert knowledge and ability to provide coaching/consultancy

Skills level	1	2	3	4
Skills group				
Building and maintaining relationships		X		
Communications and influencing	X			
Personal Effectiveness		X		
Planning and decision-making		X		
Specialist knowledge	X			
Innovation	X			
Developing yourself and others		X		

Essential Knowledge and skills required

- Strong IT skills including Microsoft Office Suite (Intermediate essential)
- Strong customer care skills
- A high degree of numeracy and understanding of the audit process
- Sound verbal and written communication skills
- Effective telephone skills
- A focused attention to detail and accuracy
- Able to manage challenging situations and to remain focused in the face of a challenging workload.

Essential experience required:

- Relevant administrative or secretarial experience
- Supporting needs of multifunctional teams and managers
- Organising complex meetings and large-scale events
- Experience of working with databases and systems
- Experience of working with high volumes of information

Working pattern

- The anticipated working pattern will be Monday, Tuesday and Thursday 09:00 – 17:00 with one hour for lunch.

Band: 8