

ARTICLE 19

JOB DESCRIPTION

Administration Officer

Responsible to:	Senior Director, Finance & Operations
Key Relationships:	Executive Director, Senior Directors
Starting salary:	£22,023 plus 8% pension
Working hours:	37.5 hours per week (Monday-Friday) 9.00am to 5.30pm
Special conditions:	May involve some evening and weekend work, time in lieu granted.
Contract:	Permanent
Location:	Central London (EC1)
Holidays:	25 days per year plus public holidays

BACKGROUND INFORMATION

ARTICLE 19 is a human rights organisation with a specific mandate and focus on the defence and promotion of freedom of expression and freedom of information worldwide. We believe that all people have the right to freedom of expression and access to information, and that the full enjoyment of this right is the most potent force to achieve individual freedoms, strengthen democracy, and pre-empt repression, conflict, war and genocide.

JOB SUMMARY

The Administration Officer supports the Executive Director, Senior Director, Finance & Operations and the Board of Trustees as well as ensuring the smooth running of the ARTICLE 19 London Office. The post requires a multi-skilled person with strong administrative and operational skills, with excellent computer/IT skills and preferably experience in databases and an aptitude for writing. Self motivation, initiative and an enthusiasm for the objectives of ARTICLE 19 are important.

SPECIFIC RESPONSIBILITIES

Office Administration

- To provide administrative support to the Executive Director, Senior Director, Finance and Operations and other Senior ARTICLE 19 staff.
- To undertake office telephone reception, including taking messages for other staff.
- To operate manual and computerised office systems, for example filing papers and maintaining databases.
- To undertake general office duties, for example:
 - o dealing with post, faxes and internal and external e-mail enquiries;
 - o drafting and sending standard letters on behalf of the Executive Director;

- photocopying and collating papers and mailings;
- arranging for documents to be printed/bulk printing arrangements;
- monitoring stocks of basic items, for example stationery, paper, toner etc
- ordering stationery, periodicals, books, equipment and other items
- arranging travel and hotel accommodation on a frequent basis
- liaising with suppliers and maintaining excellent professional relationships externally
- In liaison with the Senior Director, Finance & Operations to maintain and review all ARTICLE 19 insurances, service contracts and agreements.
- To assist the Senior Director, Finance & Operations with maintaining Health and Safety standards and identifying any hazards or risks.
- To hold the budget for routine stationery and office supplies, and to ensure that ARTICLE 19 achieves best value for money on these purchases, and on travel and hotel bookings.
- Developing and overseeing shared diary and planning systems, central filing system, intranet and publications library.
- To act as Fire Warden and/or First Aider if required
- To liaise with Free Word Centre (building owners) with regards to events/booking of meeting rooms; maintain excellent working relationships with other organisations in building.

External/Internal Meetings and Events

- To assist with the organisation of conferences, seminars and other events on behalf of ARTICLE 19.

This includes:

- arranging dates and venues;
- arranging refreshments and other requirements;
- taking bookings and dealing with enquiries from conference delegates.
- To assist with the taking of minutes and notes at meetings.
- To assist with the organisation of Board and Staff meetings

This includes

- To provide administrative support to the Board of Trustees and Staff meetings
- Co-ordinate all papers including drafting the agenda and ensuring that all papers are prepared on schedule, and conform to the highest standards
- To ensure that each Board meeting is properly set up with catering and IT/external Comms support where necessary
- Take and produce the minutes of both the Board and the Staff meetings.

ICT and Office Equipment

- To provide ICT support to the organisation, in liaison with the external ICT support services and the Senior Director, Finance & Operations.

This will include:

- To act as the first point of contact and troubleshooting for staff's ICT queries
- Ensure that all office equipment is in working order at all times
- Ensure proper liaison with the IT support service and other IT consultants when necessary to ensure management of the office computer network, PCs, website, software, anti-viral systems and peripherals.
- Add new users to the system and manage staff access to the agency folders.
- Manage ARTICLE 19's Database.
- To back up ARTICLE 19's servers and manage rotation of off-site copies.

Human Resources

- To provide HR support to the organisation, in liaison with the Senior Director, Finance & Operations and the Senior HR Advisor.
- Ensure consistent Human Resources administration across ARTICLE 19, including personnel

- files, contracts, job descriptions, annual leave and sickness records.
- Ensure that all HR matters and files are treated in the strictest confidence at all times.
- Support the Senior HR Advisor in managing the recruitment portal on the ARTICLE 19 website
- Administer equal opportunities monitoring in relation to recruitment and selection policy and procedures.
- Assist Senior Managers with the planning and implementation of staff, trustee and intern inductions.
- Keep the staff handbook and induction manual up to date and relevant.
- Assist Senior Managers with staff recruitment as needed.

Support to Executive Director and Senior Director, Finance & Operations

- To be the first point of contact for the Executive Director and Senior Director, Finance & Operations and keep their diaries/arrange meetings if advised
- To perform secretarial functions, including drafting and typing letters, memos and other documents.

General

- To attend ARTICLE 19 meetings as required
- To contribute generally to the work of ARTICLE 19, undertaking such other tasks as are appropriate to the nature and scope of the post.

PERSON SPECIFICATION

Key Selection Criteria Essential

- a) Proven experience working in an administration or operational role.
- b) Proven office organisational and file management skills, strong ability to multi-task
- c) Demonstrated high computer literacy: particularly with programmes in Microsoft Office/cloud computing.
- d) Understanding of computer software programs and excellent IT knowledge and skills including networking, databases, email etc.
- e) Demonstrated experience of working in a culturally and linguistically diverse environment showing sensitivity to people from non-English speaking backgrounds.
- f) Understanding of and ability to work with policies and procedures of an organisation.
- g) Well developed writing skills.
- h) Good personal skills such as: communication; teamwork; self motivation; demonstrable initiative and attention to detail.
- i) An ability to prioritise, plan and organise work in a busy environment.
- j) An understanding of health and safety issues in the workplace.
- k) Willingness to work flexibly in response to changing organisational requirements.
- l) Knowledge of another language in addition to English, especially Spanish, French or Portuguese an advantage.