



**IMPACTT UK**  
**Administration Assistant**  
**Job Description**

<b>Job Title:</b>	<b>Administration Assistant</b>
<b>Location:</b>	<b>UK Office</b>
<b>Pay Grade:</b>	<b>Administration Assistant Grade</b> <b>(24 hours/ 3 days per week, 20-23K pro rata depending on experience)</b>
<b>Reports to:</b>	<b>Office Manager</b>
<b>Responsible for:</b>	<b>The Administration Assistant will support the Office Manager in delivering office management related services and accurate information to the senior management team. In addition the Administration Assistant will also assist the Project Teams and support the running of Impactt's UK and global offices</b>

The Administration Assistant will be a key contributor to Impactt's vision to improve workers' livelihoods in a way that benefits businesses and workers

***Office Management Support***

- Order office supplies
- Meet & greet visitors
- Maintain office equipment
- Housekeeping maintenance
- Support the organisation with company events both in the UK and abroad
- Assist and organise with travel and visas for the organisation
- Any other ad hoc office management support activities as directed

***HR Support***

- Support on recruitment processes
- Provide support on basic HR related services

***Business management Support***

- Organise and schedule meetings and appointments both internally and externally
- Reconcile & submit credit card and expenses for SMT members
- Answer incoming telephone calls and redirect to the relevant person
- Perform other related duties as assigned
  - General administration

**General expectations**

- Proactively manage their own work



## Candidate specification

**Post:** Admin Assistant - UK

**Grade:** I

**Pathway:** C

Category	Description	Essential / Desirable
<b>Qualifications</b>	GCSE level or equivalent	Essential
<b>Experience</b>	<p>2-3 years of experience in a similar role or office-based, secretarial or customer-facing experience</p> <p>Experience providing basic HR services</p> <p>International and cross-cultural work experience with a sensitivity to a multi-cultural global environment / working in developing countries</p> <p>Experience working with and supporting officer manager / senior managers</p> <p>Health &amp; Safety / Fire Marshal / First Aid Trained</p>	<p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p>
<b>Knowledge and skills</b>	<p>Excellent organisational and time management skills</p> <p>IT skills esp with Microsoft Office applications</p> <p>Advanced Excel skills</p> <p>Ability to prioritise tasks, multi task and work under pressure</p> <p>Ability to work using own initiative</p> <p>Attention to detail, achieving 'right first time' outputs</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>



	Flexibility and adaptability to changing workloads	Essential
	Project management skills	Essential
	Excellent customer service skills to both internal and external employees or clients	Essential
	Communication, negotiation and relationship-building skills	Essential
	Problem solving skills	Essential
Other	Ability to work outside normal hours as business needs require.	Desirable
	Committed to the values and objectives of Impactt Limited	Essential

**Personal attributes:**

The Post Holder should have and display the following personal attributes:

- Passionate about Impactt and the work we do, energy and enthusiasm
- Strong self-management and good team player
- Strong sense of initiative and great capacity at working on his/her own
- Pro-active – think about future needed actions and share with the rest of the team
- Adaptable & solution oriented – think about solutions to problems
- Reliable, strong integrity and ethical behaviour
- Excellent listening and interpersonal skills
- Empathy with others and ability to respond accordingly