

# Administrative Assistant

## About UNA-UK

The United Nations Association – UK (UNA-UK) is the UK's leading source of independent analysis on the UN and a grassroots membership organisation with a network of supporters and local groups across the UK. Our vision is of a safer, fairer and more sustainable world, which we pursue through the promotion of an effective United Nations. We work towards this goal by:

- explaining why the UN matters to key audiences in the UK and beyond
- influencing decision-makers and opinion-shapers in support of UN ideals
- generating a critical mass of public support for, and engagement with, the UN
- working with educators and young people to foster a new generation of UN advocates
- stimulating ideas and action on how the UN can operate more effectively and sustainably

UNA-UK is at an exciting stage as we embark on a campaign on restoring faith in global governance – and look to streamline and focus our activities. The Administrative Assistant will play a key role in moving forward these developments by providing high-quality administration support across UNA-UK's operations and activities.

## Job description

### About the post

This is a full-time post (35 hours per week, excluding lunch hours) at the UNA-UK offices in central London. The appointment will be for 6 months initially, with the opportunity to extend subject to funding.

Annual salary, including London weighting, will be £20,000. Benefits include 25 days annual leave p.a. pro rata for the term of the contract, additional 5 days over Christmas and 7% employer contribution to the company's workplace pension scheme.

The post-holder will report to the Finance and Events Coordinator, and will be part of a small, dynamic UNA-UK team, which currently comprises eight staff members.

### Key tasks

#### General Office Support

Provide office wide administrative support with guidance from the Finance & Events Coordinator:

- Undertake reception duties e.g. answering the main office number, monitoring general email inboxes, greeting visitors and distributing post
- Act as an ambassador for UNA-UK at all times, dealing courteously and tactfully with enquiries
- Support the organisation's commitment to move to a paperless office by transferring historic documents to online storage
- Provide administrative support in delivering UNA-UK events
- Maintain UNA-UK calendar and provide support for internal meetings
- Provide premises and facilities support by liaising with IT contractors, photocopier suppliers, telecommunications, post and couriers, cleaning suppliers, recycling and office archiving and others as necessary
- Create, maintain and improve administrative processes and systems
- Support the process of renewing UNA-UK's accreditation to the United Nations

#### Fundraising and Membership support

Supporting longer-term membership projects, with guidance from the Engagement & Partnerships Coordinator

- Work with the organisation's CRM database, to improve processes and ensure records are well maintained and financial transactions are recorded accurately and up to date.

- Undertaking membership administration tasks such as acting as the first point of contact for membership information, updating contact details, recording and processing subscriptions, donations, Gift Aid claims and Direct Debit collections, etc.
- Research fundraising and grant opportunities that might be relevant to UNA-UK and work with the Engagement & Partnerships Co-ordinator with completing applications
- Support our programme to increase our organisational membership base through researching organisations to include in our corporate partner target list

**To apply for the post please complete and email the application form together your CV and a covering letter to Bryony Pike at [jobs@una.org.uk](mailto:jobs@una.org.uk)**

**Closing deadline for receipt of applications is 10:00AM Monday, 02 December 2019.**

**Shortlisted Candidates will be invited to telephone/skype interview on 6 December 2019 and face-to-face-interview on 10 December 2019.**

<b>Person specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
Educated to degree level or equivalent professional qualifications/experience		✓
<b>Knowledge</b>		
Good knowledge of administrative processes	✓	
Understanding of the UN and UNA-UK's work		✓
Understanding of how a membership organisation operates		✓
<b>Skills</b>		
Excellent written and verbal communication skills	✓	
Excellent interpersonal skills and the ability to build positive working relationships	✓	
Strong IT skills, particularly Microsoft Office, database and web browser	✓	
Demonstrable research skills	✓	
<b>Experience</b>		
Experience of operating databases, ideally Salesforce		✓
Experience of using and performing basic maintenance tasks on equipment such as photocopier, telephone system, etc	✓	
Fundraising experience		✓
Experience of working in a campaign environment		✓
<b>Personal Attributes</b>		
Highly motivated, goal-orientated and enthusiastic	✓	
Ability to prioritise, multi-task and work under pressure	✓	
Ability to work successfully both within a team and on one's own initiative	✓	
Empathy with the vision and values of UNA-UK	✓	
Willingness to work occasional evenings and weekends with time off in lieu	✓	
Polite, tactful, discreet and resilient	✓	