

ROLE PROFILE

	Administration Executive
Reporting to	Directors
Contract	Part time permanent contract. 0.4 WTE/15 Hours. Work pattern to be negotiated but must include one Wednesday evening a month until 7 pm to take board minutes.
Salary	£24,300 gross per annum (£9,720 pro-rata)

Overview

Doctors of the World UK is part of the global Médecins du Monde network, which delivers over 300 projects in more than 70 countries through 3,000 volunteers.

Our vision is of a world in which people affected by war, natural disasters, disease, hunger, poverty or exclusion get the healthcare they need.

Through our health programmes and advocacy, we work to work with people to support them to overcome barriers to healthcare. Since opening in the UK in 1998, we've raised £8.4m for overseas programmes, helped over 18,500 people in the UK get access to healthcare and fought for health as a human right for all.

We work with and for:

- people in crisis, providing life-saving humanitarian healthcare in times of war and after natural disasters
- migrants, including by advocating for the right to health across Europe
- people experiencing homelessness
- people at risk of harm, including drug users and sex workers
- women and girls' right to sexual and reproductive health

Doctors of the World's UK programme provides direct services and leads policy and advocacy work to help people across the UK who are excluded from health services, such as people experiencing homelessness, migrants, refugees, sex workers and people with no fixed address access, to access essential healthcare. Our services are run by volunteer doctors, nurses, midwives and support workers who provide basic short-term healthcare and help to get people registered with their local GP.

We believe that every person living in the UK has the right to healthcare, and we work to influence public policy and local implementation to reduce health inequalities and ensure access to healthcare for all.

Key Duties

To provide administration and organisation support to the organisation. Include organising events, small projects and administrative support for the work of the Senior Management Team.

Event Planning

- Lead on event coordination – such as corporate events, or multi-stakeholder meetings
- Working with suppliers to produce materials, travel and logistical arrangements
- Organise room hire and catering
- Produce and oversee event timeline
- Liaise with event participants and speakers
- Manage event follow up and participant feedback
- Support staff to manage the budget for the event

Day to day projects

- Undertake or support assigned administrative projects and tasks that require cross organisational inputs to achieve agreed objectives. For example, relocation of the offices to a new location.

Administrative Support

- Provide administrative, coordination and support services to the members of the Senior Management Team, including correspondence, diary management and travel arrangements
- Coordinate and control the recording of all SMT meetings, correspondence and maintain an efficient, effective filing system of both hard and soft copy documents and ensure that confidential records are stored securely.
- Prepare reports and presentations for the members of the SMT.
- Collate an annual calendar of meetings of the Board of Trustees, its committees and other important meetings and events
- With the relevant member of the SMT prepare and collate Board and committee agendas and relevant papers for specific meetings and take meeting minutes
- Support smooth running of the office ensuring adequate stationary supplies, operation of equipment such as printers and office, liaison with Canary Wharf management, health and safety and fire administrative tasks.
- Liaise with external suppliers as required to arrange services and make changes and support invoicing arrangements
- Recruit and Supervise the work of volunteers
- Work with other team members to support administration in other areas in the organisation for example HR and finance.
- Manage Canary Wharf pass requests and daily office sign-in sheets

General

- To ensure that all activities undertaken on behalf of Doctors of the World UK, externally or internally, are executed in accordance with the overall aims of the organisation and in line with our policies and procedures.

Stakeholder and Customer Service

- To provide quality customer service to all our respective audiences and stakeholders and comply with our quality management protocols

This is not intended to be an exhaustive list. Your volunteer role description may be subject to change.

Person Specification

PERSONAL COMPETENCIES

Competency Title	The successful candidate will be able to....
Communicating with others	Communicate in a timely, accurate and relevant way; listen actively; be positive and persuasive, communicating appropriately and in a corporate manner in all circumstances; communicate MDM's core mission
Team working and interpersonal skills	Promote a constructive climate; actively contribute across teams to good team working and team relationships; support others to achieve their aims; build consensus; be friendly, helpful and supportive
Managing Resources	Work in an efficient and effective manner; seek to achieve the greatest impact; be cost-conscious; strong line management skill and ability; inspire others to excel
Drives Continuous Improvement	Value feedback and learning; adapt to change seamlessly and be prepared to try doing things differently; encourage the development of new ideas; implement changes intended to make improvements willingly; respond positively to feedback
Customer Services	Strive to achieve excellence in service delivery and patient care; set and develop benchmarks; take responsibility; resolve queries; be approachable, positive and responsive

Managing Yourself	Actively set boundaries for self and others; manage the best from people; manage workplace stress appropriately; delegate well; take pride in achieving results
Delivery and Meeting Business Plan	Show the impact of the work for which you are accountable; monitor progress; commit to achieving high quality; demonstrate common sense

Attributes	
Essential	
<ul style="list-style-type: none"> ● Minimum 3 years' experience in a similar role. ● Experience of working with Senior Management Teams/boards. ● Ability to retain confidentiality. ● Positive attitude and ability to work with minimum supervision. ● Strong organisational, planning and project management skills; attention to detail. ● Excellent verbal and written communication skills. ● Capable of working effectively and efficiently in a busy environment. 	
Ideal	
<ul style="list-style-type: none"> ● Advanced IT skills, Word, Excel, Outlook and PowerPoint. ● Events management experience ● Ability to organise, prioritise and plan work and cross organisational projects. ● Project management experience. ● Personable, professional and efficient telephone manner. 	

Date Created	20/02/2020
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