



Office Administrator

JOB DETAILS	
Job Title:	Office Administrator
Reports to (title):	EA to the CEO
Date:	August 2019

PURPOSE OF THE JOB
To provide effective and efficient administrative support to the EA to the CEO, to ensure smooth running of the London office and administrative functions for the Central Executive Team (CET).

PRINCIPAL ACCOUNTABILITIES/KEY RESULT AREAS
<p>Key Tasks:</p> <p>To assist the EA to the CEO in providing administrative and PA support including:</p> <ul style="list-style-type: none"> • Meeting and greeting visitors to the London office, answering the telephone, ensuring meeting rooms and office environment is welcoming and pleasant for colleagues and visitors • Being the first point of contact for any support queries from CET staff (telephone system, Skype, Slack, GoToMeeting) • Supporting induction/onboarding alongside the HR team • Some diary support for the Head of ITS • Ordering stationery and office supplies as required • Handling incoming and outgoing mail including couriers • Arranging teleconferences and overseeing our meeting room bookings • Managing the office's file storage and archiving • Organising travel and accommodation for trips and conferences • Supporting meetings as required including taking minutes, circulating paperwork and organising refreshments • Assisting with the administration for the financial/functional monitoring of all Cochrane Groups • Assisting the EA to the CEO, when required, with tasks relating to the CEO's diary management/travel requirements/document preparation • Providing cover for the EA to the CEO, as and when required, in order to ensure continuity of service • Filing, photocopying/scanning

- Undertaking other duties that may be considered appropriate to ensure the smooth running of the London office

PERSON SPECIFICATION

Essential

- Previous experience of providing administrative support to a team
- Intermediate level IT skills, including Word, Excel and PowerPoint
- Strong organization and prioritization skills
- Excellent written and verbal communication skills
- Excellent interpersonal skills
- Professional telephone manner
- Ability to work methodically and accurately
- A flexible approach with the ability to respond quickly to issues as they arise
- A pro-active approach to problem-solving
- Awareness of handling confidential and sensitive information

Preferred:

- Experience of healthcare charity sector
- Previous experience of providing PA support

KEY INTERFACES

Internal: EA to the CEO, CEO, all groups within Cochrane, particularly the Central Executive Team

External: Suppliers, Stakeholders, Partners

DIMENSIONS

Budgetary responsibility: None

Number of direct and indirect reports: None