

Administration Manager

JOB DESCRIPTION

Salary:	£26,337
Hours:	35 hours a week
Duration:	Maternity cover for 1 year. 25 days' annual leave plus statutory holidays
Location:	ARMA Office, Bride House, 18-20 Bride Lane, London, EC4Y 8EE
Reports to:	The CEO

Job Purpose

The Administration Manager is a highly varied role providing general administrative support to the staff team and Board of Trustees of the Arthritis and Musculoskeletal Alliance (ARMA).

As part of a small and friendly team, you will be working closely with and providing direct support to the CEO, the Public Affairs and Communications Officer and the ARMA Board of Trustees. You'll be building relationships and managing communications with ARMA's member organisations, corporate partners and external stakeholders.

This role requires excellent organisational, communication and interpersonal skills and a willingness to take on a variety of tasks. You will be need to be flexible, highly adaptable and capable of managing competing demands, with a strong commitment to providing good customer service.

Financial administration is an important part of this position, and you will be responsible for the regular maintenance of the Charity's financial records, in liaison with the Charity's accountant and Treasurer. You'll also be helping put together the monthly newsletter, organising events such as the annual ARMA lecture and managing the office.

Over recent years, ARMA has grown in membership, profile and influence, and musculoskeletal conditions are now much higher on the agenda of government and healthcare decision-makers.

This is an exciting time for the Alliance, and this is a great opportunity for a positive and pragmatic person who is comfortable working in a varied role and managing competing priorities.

Duties and responsibilities

Administration and office services

- To produce general correspondence, e-mails etc.
- To deal with external suppliers and be responsible for maintenance and purchasing of office supplies and display equipment
- To maintain filing systems, set up and keep records
- To manage and co-ordinate diaries, arrange meetings and sort out travel arrangements
- Reception duties including greeting visitors and providing refreshments
- To liaise with member organisations and provide a high quality of customer service
- To liaise with Trustees, other staff, and internal and external stakeholders
- To attend ARMA meetings/conferences/exhibitions in London or where required – Time Off in Lieu (TOIL) will be awarded
- To provide a first point of contact, including telephone calls and dealing with general enquiries
- To be responsible for the ARMA office and associated requirements (e.g. health and safety)

Provide support and/or manage specific projects for ARMA:

- To organise events for ARMA and its members, including conferences, exhibitions, debates and open meetings
- To support the web manager in developing monthly newsletters and other website content

Co-ordinate ARMA meetings as required:

- To organise and service Board meetings, CEO meetings, Policy and Comms Leads meetings and working groups, as required
- To prepare and circulate agendas, take minutes, draft correspondence, disseminate information and co-ordinate mailings, and undertake follow-up action as appropriate

Manage financial administration as required:

- To manage payments to suppliers and staff
- To manage the issuing of annual membership subscription invoices and monitor payment
- To keep financial records updated
- To provide weekly records to accountant
- To liaise with the ARMA accountant, Treasurer and auditors on annual account production
- To process and monitor expenses

Support the CEO as required:

- To circulate information mailings and act as point of first contact for the Board of Trustees
- To assist in managing the CEO's diary
- To maintain records
- To assist in raising funds from external stakeholders

Person Specification

	Standard	Essential/ Desirable
Skills and abilities	<p>Excellent organisation and time-management skills</p> <p>Excellent interpersonal and communication skills, written and oral</p> <p>Ability to work on own initiative as well as part of a team</p> <p>Ability to work under pressure and prioritise a number of equally important tasks</p> <p>Good computer literacy, particularly working knowledge of Microsoft Office package</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Experience	<p>Experience of working in an office-based administrative role</p> <p>Experience of working within budgets</p> <p>Experience of drafting and producing high-quality meeting notes.</p> <p>Experience of financial administration</p> <p>Experience of event organisation</p> <p>Understanding of the issues affecting people living with musculoskeletal conditions and/or other long-term conditions</p> <p>Understanding of how health and care services are delivered in the UK, particularly in England.</p> <p>Understanding of how the public and/or third sector operates</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
Personal qualities	<p>Commitment to ARMA's vision, mission and values</p> <p>A positive, enthusiastic and flexible approach</p> <p>Ability to communicate effectively and positively with a wide range of people</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>
Education	A level/equivalent	Essential