

JOB PROFILE

SENIOR ADMINISTRATOR



Hours per week: 37.5

Reporting Accountability: Company Secretary

Salary Banding: £21,957 - £34,098 per annum

The Senior Administrator is responsible for supporting the Governance Department, London Office personnel, and managing the smooth running of the London Office and Administration function, alongside another Senior Administrator.

Main Responsibilities

Support the smooth running of the Administration function. This would be achieved by:

- Supporting the Company Secretary with managing compliance with Data Protection processes and practices
- Minute taking for meetings at various levels
- Performing receptionist and switchboard duties including managing telephone calls and mail
- Helping to set up audio-visual equipment as necessary
- Organising staff travel including flights, hotels, visas etc.
- Providing general assistance and support to London Office staff as required
- Support the Finance and Human Resource Departments as required
- Producing letters, reports and documents in the WANO style and format
- Arranging the distribution of WANO publications and documents, such as the Annual Report
- Maintaining mailing and distribution lists
- Photocopying, printing, packaging and/or mailing documents
- Arranging staff leaving cards, events and ordering gifts
- Formatting of reports and posting on member website
- Archiving documents offsite
- Supporting the Executive Assistant to the Chief Executive Officer as required

Ensure accurate information is available to all staff. This would be achieved by:

- Managing the London Office database, including adding and maintaining current contacts, groups and mailing lists, running correspondence from these lists and monitoring responses

- Inputting of peer review report information and updating areas for improvement (AFIs)
- Checking WANO websites for incorrect information at regular intervals

Responsible for office management. This would be achieved by:

- Managing office supplies, including monitoring and reordering to maintain sufficient stock
- Managing the office keys
- Liaising with the Citi building management team
- Maintaining the office environment and reporting any malfunctions
- Ensuring all work forms (such as loading bay forms, work carried out forms etc.) are completed for any contractor entering the building
- Liaising with key contractors and suppliers and managing WANO's relationship with them.

The above list of responsibilities is not exhaustive and WANO reserves the right to amend the post holder's responsibilities as required to support business needs.

Personal Characteristics

Essential

- Excellent inter-personal (relationship) skills with a proven ability to communicate with peers at all levels
- A proven ability to work effectively with people from different international cultures and backgrounds
- A strong commitment to WANO's mission
- A high level of customer service, interpersonal and follow-up skills
- Conscientious with a focus on accuracy and attention to detail, and a proactive and flexible approach
- Willingness to learn/develop new skills
- Ability to self-manage, organise and prioritise tasks and work under pressure
- Ability to successfully demonstrate the WANO London Office Behaviours (see page 4)

Qualifications

Essential

- Educated up to GCSE Level or equivalent
- Excellent command of the English language, both verbally and written. As a minimum, certified English skills at C1 level of the Common European Framework of Reference for Languages (or equivalent)

Desirable

- Holds GCSE Level English graded 'A – C'
- English skills at C2 level of the European Framework for Languages (or equivalent)

- Holds Microsoft Office Specialist certifications
- Certification in Data Protection

Experience

Essential

- Proficient in Microsoft packages
- Previous administrative experience, including minute taking
- Experience in formatting documents using style galleries
- An understanding of the Data Protection Act 2018 or the EU General Data Protection Regulation

Desirable

- Bilingual
- Experience in using SharePoint
- Experience of using databases

Development Opportunities

After demonstrating a solid ability to deliver the role of a Senior Administrator, development opportunities will be managed through your line manager.

