



Administrative Officer

Job Description

About Emergency Nutrition Network (ENN)

ENN's vision is that every individual caught up in a nutritional emergency, or suffering from malnutrition anywhere in the world, gets the most effective help possible. ENN undertakes knowledge management, research and advocacy to support national governments, civil society, UN, donor and academic organisations. Through these collaborations we support agencies to implement evidence-based nutrition programming, predominantly in low- and middle-income countries and in fragile and conflict affected states.

ENN is a well-established and highly respected UK-based, registered charity (established in 1996) working to reduce undernutrition globally. ENN is governed by a Board of Trustees and has its head office in Oxfordshire, UK. ENN is financially supported by bilateral donors, international non-governmental organisations and United Nations agencies. For more information about ENN see our website: www.ennonline.net

Why work for ENN?

This is a great opportunity to join the ENN team in a key position as Administrative Officer where you will be part of our dynamic and passionate Operations Team. You will be able to develop your existing administration skills in a well-established organisation which provides generous benefits.

We're proud that in our 2021 Employee Engagement Survey over 95 percent of our staff agreed that they are treated with fairness and respect at work and that they trust and respect their manager.

About You

An organised and motivated administrator you will be comfortable working in a busy office, and able to effectively manage varied and changing priorities. You will have excellent communication and relationship-building skills and be able to work effectively with both your office and home-based colleagues. You might have experience working in the non-profit sector already or be keen to take your first steps, and be ready to contribute to making a positive change.

Terms and Conditions

Hours of work: Full time (37.5 hours per week) – part time may be considered

Type of contract: 12-month fixed term with the possibility to extend

Location: ENN's Head Office in Kidlington, Oxfordshire, OX5 (Note: one or two days per week may initially be home-based)

Holidays (pro-rated as necessary): 25 days plus UK bank holidays increasing by one day per annum after two complete years of service to a maximum of 27 days p.a.

Paid office closure days between Christmas and New Year

Pension: Auto-Enrolment to ENN scheme with a generous Employer contribution of 5%

Salary: £20,000 to £26,000 per annum (FTE) depending on experience

Purpose of the role

This position provides vital administrative support to ENN's Operations and Technical Teams, working closely with the Office Manager, and Operations and Finance Director.

Reporting Lines:

The Administrative Officer reports to the Office Manager and HR Officer.

Key Responsibilities

General administration support

- Receive general enquiries to ENN by phone and email, refer to the correct ENN staff member and/or respond appropriately.
- Perform general clerical duties, including writing letters and emails, printing, scanning, filing formatting documents, photocopying and posting (including bulk/courier mailing).
- Ensure adequate office supplies, by anticipating needs and ordering supplies.
- Support the Office Manager in keeping the office well organised and tidy.
- Provide support to office space maintenance. Ensure good operation of ENN equipment and arrange maintenance when required (both office and home-based).
- Initiate and conduct periodic supplier/service reviews to ensure cost effective and value for money agreements.
- Administer and share the online office calendars with staff and consultants
- Provide home worker support to ensure efficient running of home worker equipment, supplies, etc.
- Ensure visitors (ENN staff and others) to the office have the information, equipment and support they need for their visit/roles.
- Maintain ENN's asset register.
- Research and order IT equipment and software as required and support staff with IT requirements by liaising with ENN's IT support supplier
- Maintain administrative relationship with ENN's IT support supplier.
- Maintain ENN's passwords systems
- Assist with maintaining contacts and contracts database and tracker, e.g. suppliers, consultants.
- Support administration for meetings (e.g. staff meetings and occasionally larger meetings, events and conferences), including investigating and booking venues, caterers and other external service providers and compiling information for participants. Some of these meetings may be held overseas. Create doodle polls for participant availability. Take draft minutes where necessary.
- Support ENN's Management Team and Board of Trustees with administration requirements including diary and meeting scheduling
- Arrange international flights, visas, accommodation and insurance for ENN staff and consultants with support from the projects team
- Support the compilation and distribution of presentations and information including ENN's staff newsletter
- Research potential funding opportunities with support and guidance from the Projects team

Database administration and maintenance

- Administer ENN's database(s) of supporters, subscribers and other stakeholders including networks Generate mailing lists for ENN publications (print and online), support the creation and distribution of digital communications through the database.

Recruitment and onboarding

- Monitor the recruitment inbox responding to email enquiries and applications
- Save and log all applications
- Work with with the HR team to ensure efficient recruitment processes
- Schedule screening calls, selection tests and interviews
- Collate test results and HR data as required

Project Support

- Provide support to the Projects team in engaging with ENN's designers, translators, editors, printers and distributors for publications.
- Log photos used for ENN publications, primarily Field Exchange
- Provide administrative and information gathering support to the Projects Team as required

Website and Social Media administration

- Upload resources to ENNs online resource library as requested by technical and project staff
- Administer ENN's Facebook page; adding content/links and ensuring it is up to date
- Administer ENN's Twitter account; adding tweets; maintaining followers/adding new contacts and maximising our Twitter presence
- As directed by ENN technical staff, tweet on behalf of ENN using 'ENN latest' items and any significant news

from the 'news room'

- Post content on other key social media platforms
- Maintain administrative relationship with ENN's website support supplier.

The above reflects the majority of responsibilities but other reasonable tasks may be carried out by the post-holder which are appropriate for the role.

Person Specification

Essential

- Excellent organisational skills, flexibility and ability to effectively prioritise a busy workload
- Excellent spoken/written English and ability to communicate effectively with a wide range of colleagues in person and remotely
- Excellent attention to detail
- Able to problem-solve independently and see work through to a successful outcome
- Experience providing high quality support to both office and remotely based colleagues and able to anticipate their requirements
- At least two years' experience working in an administration role
- Proficient IT skills - word processing (MS Word), PowerPoint and spreadsheets (Excel) and email (e.g. Outlook), database
- Experience of organising meetings/events
- Able to write messages, letters and simple reports which are clear and structured
- Able to demonstrate discretion, diplomacy, and patience

Desirable

- Experience with online content management
- Experience using social media effectively for business purposes
- Experience of the NGO/not-for-profit sector
- Experience creating and analysing online surveys

Eligibility to work:

Must be entitled to work in the UK at the time of application for the role.

ENN is committed to equality, diversity and inclusion throughout our organisation. We expect all employees to comply with our codes of conduct, safeguarding policies and high ethical and professional standards.

Application Process

Please submit a Cover Letter (no more than 1 page which explains why you would like to be considered for the role and your relevant skills and experience) and a CV to vacancies@enonline.net **no later than midnight on Sunday 12th September 2021**. **Early applications are advised as we reserve the right to conclude the process before the closing date if a suitable candidate is identified.** Please include your preferred working pattern details in your application, if not full time.