



## Administrative Officer

### Job Description

#### About Emergency Nutrition Network (ENN)

Emergency Nutrition Network (ENN) works to reduce undernutrition globally. We enhance the effectiveness of nutrition policy and programming by improving knowledge, stimulating learning and building evidence. We are passionate about being network-driven, independent and evidence-based.

**Our 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.

We undertake knowledge management, research and advocacy to support national governments, civil society, UN agencies, donors and academic organisations, and communities of practitioners. Through our work and collaborations, we support agencies and individuals to implement evidence-based nutrition programming, predominantly in low- and middle-income countries and in fragile and conflict-affected states.

ENN is governed by a Board of Trustees and has its head office in Oxfordshire, UK. ENN is financially supported by foundations and trusts, bilateral donors, international non-governmental organisations and United Nations agencies. For more information about ENN see our website: [www.ennonline.net](http://www.ennonline.net)

#### What we do

Our Strategy aims to enhance the effectiveness of nutrition policy and programming by improving knowledge, stimulating learning, building evidence and providing support and encouragement to practitioners and decision-makers involved in nutrition and related interventions.

#### Our People

ENN's team is made up of a range of technical experts in nutrition, with decades of collective experience, and a small, experienced operational team. ENN is highly committed to diversity and inclusion, to enabling and promoting flexible working for our staff, and to supporting continued professional development.

#### Why work for ENN?

This is an exciting opportunity for an ambitious individual with administrative experience to join an international development charity and work across all our functions in a diverse role where you will be supported to learn new skills. You will work closely with our Office Manager, CEO, Operations Co-ordinator, and Communications and Digital Manager. We are looking for someone who already has some Communications and Digital experience but support will be given to develop further skills in this area.

We are proud that in our 2022 Employee Engagement Survey over 95 percent of our staff said they enjoy their work and that ENN is a flexible employer.

## Terms and Conditions

- **Hours of work:** Full time (37.5 hours per week), however part-time with a minimum of 4 days (30 hours) per week, would be considered with flexibility in working patterns.
- **Type of contract:** One-year fixed term contract with potential to be made permanent.
- **Location:** Office based, currently option to work from home up to two days per week (likely to be Monday and Friday).
- **Holidays:** 25 days plus UK bank holidays (or equivalent), increasing by one day p.a. after two complete years of service to a maximum of 27 days per annum (pro rata). Paid office closure days between Christmas and New Year.
- **Pension:** Auto-Enrolment to ENN scheme with a generous Employer contribution of 5%.
- **Additional Benefits include:** Dental cover, Life cover and Well-being contribution.
- **Salary:** £22,000 - £26,000 per annum (FTE) dependent on experience and suitability for the role.

## Reporting Lines:

The Administrative Officer reports to the Office Manager.

## Key Responsibilities

### General office administration

- Manage general enquiries to ENN by phone and email, refer to the correct ENN staff member and/or respond appropriately.
- Ensure visitors (ENN staff and others) to the office have the information, equipment and support they need for their visit/roles.
- Keep the office well organised and tidy.
- Ensure good operation of ENN equipment and arrange maintenance when required (both office and home-based).
- Provide homeworker support to ensure efficient running of home worker equipment, supplies, etc.
- Maintain ENN's passwords systems.
- Compilation and distribution of presentations and staff information, e.g. newsletters.
- Perform general clerical duties, including writing letters and emails, printing, scanning, filing, formatting documents, photocopying and posting (including bulk/courier mailing).
- Organise ENN magazine / publication storage and offsite archive store.

### Procurement

- Ensure adequate office supplies, by anticipating needs and ordering supplies.
- Conduct new procurement activities and periodic supplier/service reviews to ensure cost effective and value for money agreements.
- Keep accurate records of office purchases and assist with accounting procedures.

### IT Administration.

- Research and order IT equipment and software, set up as required and support staff with IT requirements by liaising with ENN's IT support supplier.
- Maintain ENN's asset register.
- Administration of 365 accounts and SharePoint.
- Maintain administrative relationship with ENN's IT support supplier.
- Maintain ENN's passwords systems.

### Logistics and meetings

- 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.
- Arrange travel bookings as required for staff.
- Arrange international flights, visas, accommodation for ENN staff and consultants.

## **ENN Management**

- Administration for Management Team and Board of Trustees including diary and meeting scheduling.
- Take minutes for quarterly Board meetings, collate and share Board papers, prepare agendas and update the Board rolling action log.
- Administration for the new ENN Strategy development process.

## **Recruitment and onboarding**

- Monitor the recruitment inbox responding to email enquiries and applications.
- Save and log applications.
- Lead inductions for new staff on ENN administration procedures.

## **Communications, website and social media**

- Routine updating of ENN websites.
- Create/Produce engaging multimedia content such as interactive graphics, digital postcards; graphic banners; gifs; slide shows; designed to be shared online and offline.
- Maintain and update ENN's photo and b-roll folders.
- Online Content Coordination and Production.
- Day-to-day updating of content for social media channels (Twitter and YouTube).
- Support the production and dissemination of ENN's various newsletters.
- Prepare relevant reports related to ENN communications.
- Format ENN PowerPoint presentations and other communications material.
- Provide support during online and real events as needed.
- Create online surveys.
- 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.

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 a role with administrative responsibilities.
- 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 a variety of communications and simple reports which are accurate, clear, and engaging.
- Able to demonstrate discretion, diplomacy, and patience.

### **Desirable**

- Experience working with online content management systems.
- Experience using social media effectively for business purposes.
- Experience of the NGO/not-for-profit sector.

- Experience creating and analysing online surveys.
- IT Experience; setting up laptops, office 365 administration and SharePoint.
- Experience of accounting procedures and bookkeeping.

### **Eligibility to work**

The successful applicant will be required to demonstrate they have the Right to Work in the UK before being able to accept the appointment. A Certificate of Sponsorship is **not** available for this position.

ENN is committed to diversity and inclusion, and to building a culture where every staff member and volunteer is recognised and valued as an individual. We actively encourage applications from a broad range of experiences and backgrounds.

### **Application Process**

Please submit a Cover Letter (no more than one page) and CV to [recruitment@enonline.net](mailto:recruitment@enonline.net) **no later than 11pm on Wednesday 7<sup>th</sup> December 2022**. 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.