



Regional
Trauma
Network



VSS
Victims & Survivors Service



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JOB DESCRIPTION: OFFICE ADMINISTRATOR- PT- 30hrs- August 2026

Responsible to: Office Manager (Line Manager)

Location: SEFF's Lisnaskea Head Office

Hours of work: 30 hours per week funded until 31st March 2028. (Subject to the successful acquisition of future funding, it is anticipated that the contract may be extended).

Salary: NJC SC5 PT17- £24,817.60 (gross pro rata for 30hrs) & 6% pension payable monthly in arrears

About SEFF

SEFF is committed to supporting victims and survivors of the Troubles through welfare support, health and wellbeing services, advocacy, and community engagement. We are seeking an organised, proactive and enthusiastic Office Administrator to join our team and play a key role in supporting our members, colleagues and the day-to-day operation of the organisation.

About the role

This is a varied and rewarding role combining office administration, membership administration, communications, marketing and digital support. The successful candidate will provide high-quality administrative assistance to the Senior Management Team while acting as the first point of contact for members and visitors, managing membership systems, newsletters, marketing materials, website content and database systems to ensure the efficient running of the office and effective communication across the organisation.

Main duties and responsibilities:

Office Administration

- Act as the first point of contact for members, visitors and external agencies, providing a professional and welcoming reception service.
- Manage incoming telephone calls, emails, post and general enquiries.
- Provide administrative support to the Director, Office Manager and wider Management Team.
- Maintain accurate filing and archive systems for all non-financial records.
- Manage meeting room bookings and prepare rooms for meetings, and activities.
- Coordinate refreshments and logistics for meetings and events where required.
- Attend, minute and circulate notes from quarterly staff meetings and other meetings.
- Maintain office equipment, including arranging servicing, and repairs.
- Order and maintain adequate stocks of office stationery and all other office supplies.
- Undertake weekly fire alarm testing and maintain associated logbooks.
- Participate in procurement processes relating to office purchasing.
- Carry out any other duties commensurate with the post.

Communications, Marketing & Graphic Design

- Produce and design SEFF's monthly newsletter from concept through to publication.
- Design and produce high-quality marketing collateral including:
 - Leaflets
 - Flyers
 - Posters
 - Booklets
 - Event programmes
 - Pull-up banners
 - Social media graphics
 - Digital publications
 - Promotional materials
- Ensure all communications maintain SEFF's brand identity.
- Produce engaging content for social media platforms and internal communications.
- Coordinate text messaging campaigns to members alongside the Project Coordinator.
- Liaise with colleagues to gather content for publications and the Annual Report.
- Lead on the production and coordination of SEFF's Annual Report, ensuring contributions are received and deadlines achieved.

Website & Digital Systems

- Maintain and update SEFF's website, ensuring information is accurate and current.
- Upload news articles, events, publications and resources.
- Assist in maintaining SEFF's digital presence and online communications.
- Ensure website content complies with accessibility and organisational standards.

Membership & Database Administration

- Maintain accurate and confidential member records using SEFF's CRM databases.
- Process all membership applications and renewals.
- Prepare and issue new membership packs.
- Maintain accurate mailing and distribution lists.
- Ensure compliance with GDPR and confidentiality requirements.
- Produce reports from database systems as required.
- Assist with organising organisational events and member activities.

Access NI Administration

- Process Access NI applications for staff and volunteers.
- Act as an Access NI Signatory in partnership with the Project Coordinator.
- Maintain accurate confidential records relating to vetting procedures.

General Duties

- Issue sympathy, congratulations and wellbeing cards on behalf of the organisation.
- Maintain stock levels of all SEFF publications, leaflets and promotional resources.
- Attend regular team meetings.
- Promote equality, diversity and inclusion in all aspects of work.
- Work in accordance with GDPR, confidentiality and safeguarding requirements.
- Undertake training and professional development as required.
- Carry out any other duties appropriate to the role as requested by the Office Manager or Director.

Essential Criteria:

Qualifications

- A minimum of 5 GCSEs (or equivalent) at Grade A–C (or equivalent Level 2 qualification), including English and Mathematics.
- A Level 5 qualification (or above) in Business Administration, Business Management, Communications, Marketing or another relevant discipline.

OR

Applicants who do not hold a Level 5 qualification must demonstrate:

- A minimum of five years' administrative experience in a busy office environment, including substantial responsibility for office administration, communications, database management and customer service.

Experience

Applicants must demonstrate:

- A minimum of three years' relevant administrative experience within a busy office environment (or five years where no level 5 qualification is held).

To include experience in the following specific tasks;

- Providing high-quality administrative support to senior staff.
- Working with CRM, membership or database management systems.
- Maintaining confidential records and handling sensitive information.
- Coordinating meetings, events or activities.
- Producing professional newsletters and organisational communications.
- Designing marketing collateral and promotional materials.
- Managing or updating websites or content management systems.
- Creating engaging social media content.
- Using cloud-based filing systems such as SharePoint.
- Maintaining office systems, stock control and procurement processes.

Essential Technical Skills

Applicants **must be able to demonstrate competency in:**

- Microsoft Word/ Excel/ PowerPoint/ Outlook/ SharePoint
- Canva- design program
- Graphic design and marketing collateral production including newsletter and reports
- Website content management
- CRM/database management
- Social media content creation
- Digital communication platforms

Skills & Attributes

- Excellent organisational and time management skills.
- Exceptional attention to detail and accuracy.
- Excellent written and verbal communication skills.
- Strong proofreading and editing skills.
- Creative approach to communication and design.
- Ability to prioritise a varied workload and meet deadlines.
- Ability to work independently and as part of a team.
- Professional, friendly and approachable manner.
- High level of discretion and confidentiality.

Desirable:

- Experience working within the voluntary or community sector.
- Experience supporting individuals affected by trauma.
- First Aid at Work qualification.
- Fire Safety or Fire Warden qualification.
- Experience coordinating events or community programmes.
- Experience using email marketing software.
- Experience producing Annual Reports.
- Knowledge of accessibility standards for digital communications.

Employee Value Proposition

SEFF offers the following benefits and values to its staff:

- Generous annual leave entitlement.
- Paid sick leave.
- Additional Christmas leave day.
- Hybrid and flexible working opportunities.
- Flexible office hours.
- Staff Wellness Framework.
- Employee Assistance Programme.
- Investment in Continuing Professional Development (CPD).
- A supportive, collaborative workplace culture.
- Regular team building and staff engagement events.