SEFF JOB DESCRIPTION: Senior Admin Support Officer - 20hrs PT

Responsible to: Operations Manager

Location: Lisnaskea/Fivemiletown or Lisburn (with some business travel to other offices required)

Hours of work: 20hrs hours per week until 31st March 2028

Salary: £35,047 Gross PA + 6% Pension payable monthly in arrears

Purpose of the Role:

To provide comprehensive, high-quality administrative, organisational and executive support to the Chief Executive Officer (CEO) and Operations Manager, ensuring the effective and efficient day-to-day operation of the organisation.

The postholder will play an important role in supporting the strategic, operational and administrative functions of the charity, ensuring that organisational priorities, internal processes, communications and activities are effectively coordinated and delivered.

Working within a victims' charity, the postholder must demonstrate a high level of professionalism, discretion, empathy and understanding of the sensitive nature of the organisation's work with victims and survivors of terrorism and other conflict-related trauma.

The role requires an organised, proactive and adaptable individual who can manage competing priorities, exercise initiative, maintain high standards of accuracy and provide dependable support to senior management.

Key working relationships:

Internal:

- Operations Manager - Line Manager
- Senior Management Team
- SEFF teams and colleagues
- Individuals and families (clients/ members)
- Sessional personnel
- SEFF Volunteers

External:

- Other community and voluntary organisations
- Visitors to SEFF offices
- Suppliers and Contractors

Key Responsibilities:

1. **Executive and Senior Management Support**

- Provide confidential administrative and executive support to the CEO and Operations Manager.
- Manage and coordinate diaries, appointments, meetings and associated commitments.

- Arrange internal and external meetings, including preparation and circulation of agendas, papers and supporting documentation.
- Attend meetings as required, taking accurate minutes, recording decisions and maintaining action logs.
- Monitor outstanding actions and follow up with relevant staff to support timely completion.
- Assist with the preparation, formatting and proofreading of reports, correspondence, presentations, briefing papers and other management documentation.
- Support the CEO with correspondence, communications and administrative tasks relating to organisational leadership and external engagement.
- Handle sensitive and confidential information with discretion and in accordance with organisational policies.
- Anticipate administrative requirements and identify opportunities to improve the effectiveness of senior management support.

2. Operational and Organisational Administration

- Provide administrative support to the Operations Manager in the coordination and monitoring of day-to-day organisational activities.
- Assist with the development, maintenance and review of administrative systems, procedures and operational records.
- Maintain accurate electronic and hard-copy filing systems and ensure documents are appropriately stored and accessible.
- Assist in the preparation and maintenance of operational reports, registers, schedules and organisational records.
- Support the coordination of organisational events, meetings, training sessions and stakeholder engagements.
- Assist with the monitoring of organisational deadlines, reporting requirements and key operational activities.
- Liaise with staff, volunteers, service providers and external organisations as required.
- Support the administration of organisational policies, procedures and internal communications.
- Identify administrative or operational issues and bring these to the attention of the Operations Manager.

3. Governance, Compliance and Reporting

- Provide administrative support for Board meetings, committee meetings and other governance arrangements.
- Assist with the preparation and circulation of Board and committee papers.
- Maintain accurate records of meetings, decisions and governance actions.
- Assist in maintaining organisational policy documents, registers and compliance records.
- Support the preparation of information required for funders, auditors, regulatory bodies and other relevant stakeholders.
- Assist with monitoring reporting deadlines and ensuring documentation is submitted in a timely and accurate manner.
- Maintain appropriate records in accordance with data protection, confidentiality and information governance requirements.

4. Finance and Resource Administration

- Provide administrative support to the Operations Manager in relation to organisational financial and resource management.
- Assist with processing invoices, purchase orders, expenses and other financial documentation.
- Maintain accurate records of expenditure, purchases and administrative transactions.
- Assist with monitoring office supplies, equipment and organisational resources.
- Liaise with suppliers and service providers regarding orders, invoices and administrative matters.
- Support the preparation of financial information and supporting documentation as required.

5. Communications and Stakeholder Support

- Act as a professional and courteous point of contact for internal and external enquiries.
- Respond to routine telephone, email and written enquiries, referring sensitive or complex matters to the appropriate senior member of staff.
- Assist with the preparation and distribution of organisational correspondence, newsletters and internal communications.
- Support the coordination of engagement with statutory agencies, funders, partner organisations and other stakeholders.
- Ensure that all communications reflect the professionalism, values and reputation of the charity.
- Maintain an understanding of the sensitive and sometimes distressing circumstances experienced by victims and survivors who engage with the organisation.

6. Support to Victims and Survivors

- Demonstrate sensitivity, compassion and respect when dealing with victims, survivors and their families.
- Recognise the importance of confidentiality, dignity and personal choice when handling information relating to individuals and their experiences.
- Ensure that enquiries from victims and survivors are dealt with appropriately, sensitively and in accordance with organisational procedures.
- Refer requests for support, advice or assistance to the relevant staff member or service.
- Understand the importance of a trauma-informed approach and the potential impact of bereavement, trauma and conflict-related experiences.
- Uphold the organisation's commitment to supporting victims and survivors with dignity, respect and impartiality.

General Responsibilities

- Promote the aims, objectives and values of the organisation.
- Maintain the highest standards of confidentiality, integrity and professional conduct.
- Comply with organisational policies and procedures, including safeguarding, health and safety, data protection and equality and diversity.
- Participate in supervision, staff meetings, training and professional development.
- Work collaboratively with colleagues across the organisation.
- Demonstrate flexibility and undertake other reasonable duties consistent with the level and responsibilities of the post.

Person Specification

Essential Criteria:

- Minimum of three years' experience in a senior administrative, executive support or office management role.
- Demonstrable experience providing administrative support to senior managers or organisational leadership.
- Excellent organisational, planning and time-management skills.
- Proven ability to manage competing priorities and work to deadlines.
- Excellent written and verbal communication skills.
- Strong IT skills, including Microsoft Word, Excel, Outlook and PowerPoint.
- Experience preparing reports, correspondence, agendas and meeting minutes.
- High levels of accuracy and attention to detail.
- Ability to handle confidential and sensitive information appropriately.
- Ability to work independently, exercise initiative and use sound judgement.
- Strong interpersonal skills and the ability to work effectively with colleagues and external stakeholders.
- A professional, approachable and adaptable manner.

Desirable Criteria:

- Experience working within a charity, voluntary or community sector organisation.
- Experience working within a victims' support or trauma-informed service environment.
- Understanding of the needs and experiences of victims and survivors of terrorism and conflict-related trauma.
- Experience supporting Board, committee or governance arrangements.
- Experience assisting with financial administration, budgets and expenditure monitoring.
- Knowledge of data protection, safeguarding and organisational compliance requirements.
- Relevant administrative, business or management qualification.

Key Personal Attributes

The successful candidate will demonstrate:

- Integrity and discretion: An ability to handle confidential matters with sensitivity and professionalism.
- Initiative: A proactive approach, anticipating requirements and identifying solutions rather than waiting for direction.
- Reliability: A dependable approach to supporting the CEO, Operations Manager and wider organisation.
- Empathy and sensitivity: An appreciation of the experiences of victims and survivors and the importance of treating everyone with dignity and respect.
- Resilience: The ability to work effectively in an environment where some issues and circumstances may be emotionally challenging.
- Flexibility: An ability to adapt to changing organisational priorities and demands.
- Teamwork: A commitment to supporting colleagues and contributing positively to the wider organisation.

Performance and Accountability

The postholder will be accountable to the Operations Manager and will work closely with the CEO.

Performance will be assessed through:

- The quality, accuracy and timeliness of administrative and executive support.
- Effective management of diaries, meetings, documentation and organisational records.
- The ability to monitor and follow up actions and deadlines.
- The maintenance of confidentiality and compliance with organisational procedures.
- The effectiveness of communication and working relationships.
- The ability to demonstrate initiative and contribute to improvements in organisational administration and efficiency.

This job description is intended to provide an outline of the main duties and responsibilities of the post. It is not an exhaustive list, and the postholder may be required to undertake other duties appropriate to the level and nature of the role.

Employee Value Proposition

SEFF offers the following benefits and values to its staff:

- A generous annual leave allowance
- Paid sickness leave
- A bonus leave day at Christmas (equivalent for p/t hours)
- Hybrid and flexible working opportunities
- Flexible office hours
- A staff Wellness Framework
- A full Employee Assistance Program
- Financial support and investment towards CPD training opportunities
- Great workplace culture and team-building events.