



## **Team Assistant** Job Description

**Role:** To support the HMDT team to realise the HMD 2012 Campaign and to perform general administrative duties.

### **Main Tasks and Responsibilities**

#### **Information**

- communicate verbally and in writing to answer Campaign enquiries and provide information. Directing the general public, HMD audiences and supporters to the appropriate team member
- overseeing and carrying out the distribution of HMDT resources throughout the campaign period
- collate information and maintain databases ensuring data protection act compliance
- record supporter activity such as events and activities taking place across the UK

#### **Operations & Support**

- to undertake administrative support for the HMDT team
- coordinate travel arrangements and itinerary preparation for travel
- desktop research as and when required to assist in realising the outreach and information expectations
- to undertake any other duties which may reasonably be requested

#### **Outreach**

- assist in the planning and preparation of meetings, workshops and conference calls
- making contact with existing audiences and developing relationships with new audiences with follow up calls, letters and direct mailings

#### **What does success look like in this job?**

- the HMDT Team's work is effectively supported with the appropriate service, systems and processes to maintain high standards and facilitate monitoring and reporting on work undertaken.
- the provision of prompt, courteous and professional service
- the administrative systems required for the smooth running of the Campaign are operating to a high standard

#### **Contract:**

Fixed term contract to 29 February 2012

**Salary:**

£16,000 – £18,000 pro rata (including London weighting and dependent on experience)

**Hours:**

This is a full time post. There will be a probationary period for this post of one month. The working week comprises a total of 35 hours. Office hours are 9am-5pm, Monday to Friday. Occasional extra hours, which may fall on evenings or at weekends, will be necessary, for which time off in lieu may be granted.

**Annual leave:**

25 days per annum pro rata and statutory and national public holidays.

## Administrator Person Specification

Criteria	E or D	S or I
<b>Knowledge</b>		
Knowledge of Microsoft Word, Excel, PowerPoint, databases and electronic diary management	E	S/I
A knowledge of office procedures	D	S/I
An understanding of and commitment to Equal Opportunities	D	I
<b>Skills</b>		
Able to prioritise and carry out administrative tasks independently	D	I
Shows initiative and takes personal responsibility for completing tasks	E	S/I
Able to communicate with others courteously on routine matters	E	I
Adopts a positive attitude – willing to assist others when busy	E	I
Able to write clearly, with correct grammar and punctuation	E	S/I
Able to work under pressure on occasions to achieve administrative deadlines	D	S/I
Able to type quickly (50wpm) and accurately	D	I
Able to pay attention to detail, ensuring that nothing is forgotten	E	S/I
Able to communicate clearly over the telephone, in writing and in person with a wide range of contacts, to deal confidently and courteously with members of the public, colleagues and others	E	S/I
<b>Experience</b>		
Previous experience of administration (in paid or unpaid work), including drafting correspondence independently; diary management; and dealing with a variety of administrative matters simultaneously	D	S/I
Experience of working as part of a team	D	S/I
<b>Qualifications</b>		
No specific qualification needed		
<b>Qualities</b>		
Adaptable and flexible	E	I
Enthusiastic about their work and willing to participate	E	I
Interest in Human Rights	D	S/I

E = essential criteria

D = desirable criteria

S = short listing criteria

I = interview criteria