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| **JOB DESCRIPTION** |
| **Job Title:** | Office Administrator |
| **Company:** | Self Help Africa  |
| **Location:** | Dublin |
| **Contract Type:** | Permanent, full time |
| **Hours:** | 37.5 hours per week. |
| **Reports to:** | HR Business Partner |
| **Organisation overview:** | **About Self Help Africa & United Purpose** In late 2021 Self Help Africa (SHA) and United Purpose (UP) merged. The two organisations – one headquartered in Ireland and the other in Wales – implement projects to end extreme hunger and poverty.This merger doubled our size and reach – and means that in 2022 we are implementing poverty eradication projects in 17 countries, mainly in sub-Saharan Africa. Collectively, we are also part of a group that includes social enterprise subsidiaries Partner Africa, TruTrade and Cumo Microfinance. In 2022 our work will reaches more than six million people and invest upwards of €45m in more than 100 development programmes designed to improve food systems, facilitate access to markets and financial services, combat climate change, gender inequality, and improve access to clean water, sanitation and hygiene. This is an exciting time to join us as we unite two like-minded and entrepreneurial organisations seeking to tackle the global challenges in progressive and innovative ways. |
| **Job Purpose:** | The Office Administrator is responsible for supporting management and the Board, ensuring the smooth running of all aspects of office administration for Head Office, cross departmental support as required, as well as booking travel and accommodation for the Gorta Group. |
| **Key Responsibilities:** | **Management Support*** Providing support to the Chair, Group CEO and Executive Director e.g. meeting preparation, presentations
* Summarising and preparing information in preparation for meetings
* Prepare PowerPoint presentations
* Assisting with Board, AGM, management and staff meetings, including booking rooms, printing and distributing documentation
* Taking minutes of all meetings as required

**Administration:*** Maintaining the database (Salesforce) to ensure data is recorded and updated accurately and event bookings are imported from our web booking platform
* Managing the franking machine
* Ensuring stationery and kitchen supplies for HQ are up to date
* Organising the kitchen and parking rotas
* Ensuring filing and admin systems are kept up to date
* Responsible for opening/distributing post and bringing office post to Post Office daily.
* Assist Finance and Compliance team when required.
* Other duties as required

**Travel and Accommodation:*** Booking flights, trains and accommodation for the organisation
* Plan and co-ordinate Programme’s Country Management Team conference (every 18 months) and other workshops / conferences

**Reception:*** Manage the reception desk and provide a professional reception experience for all visitors to Self Help Africa both in person and over the phone.
* Ensuring the telephone is answered promptly. Ensure, during periods of absence, that arrangements are in place for the phone to be answered and phone switched to automatic when office is closed
* Receiving and announce visitors, accept deliveries, deal with inbound and outbound couriers
* Preparing rooms for meetings, arrange catering for same
* Maintaining and managing front of house to include entrance hall, and meeting rooms

**Health and Safety*** Leading on all Health and Safety matters for HQ
* Ensuring that sufficient staff are trained first aiders and fire warden**s** and that regular fire drills are undertaken

**Financial Administration:*** Managing petty cash
* Administration and reconciliation of Group CEO’s and Executive Director’s expenses
* Processing related invoices and organising Purchase Orders

**Fundraising and Events Support:*** Tasks include answering phone calls, processing of donations, issuing of receipts, thank you letters, invoicing for events participation, assisting the Direct Mail team with mass mailings, point of contact for Communications for fundraising marketing requests through our CRM system (Salesforce)
* Assist in the recording of financial and fundraising income into the CRM system, liaise with Finance for monthly reconciliation of income
* Project management support to Events and Campaigns, including liaison with participants, deadline monitoring, assisting supporters via phone, email or in person for various events including Uganda International Marathon, Camino de Santiago, and any other events as they arise
* Assist Fundraising Team in supporting and implementing marketing and PR initiatives.
* Provide administrative assistance to companies who express interest and/or give a commitment to fundraise for the organisation - this may require attendance at such fundraising events, conferences etc.
* Assume responsibility for merchandise
* Support ad hoc administration in the Fundraising team
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| **Key Relationships:** | **Internal*** HR Business Partner
* Chair / Group CEO / Executive Director
* Events Manager
* Fundraising Team
* Programmes Team

**External*** Members
* Supporters
* Volunteers
* Donors
* Travel agents/contacts
* Suppliers
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| **Knowledge, Experience & other Requirements:** | * Administration and executive assistant experience
* Certificate/diploma qualification desirable
* Strong comprehension and writing skills
* Excellent IT skills (MS Office suite)
* Excellent interpersonal and communication skills
* Organised and ability to work under pressure and to deadlines
* Excellent organisational skills
* Attention to detail
* A friendly disposition and a willingness to participate in a team based work environment
* Flexible approach to working hours during busy periods

**Desirable*** First Aid Certificate
* Fire Warden Training
* Health and safety officer training
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Any candidate offered a job with the SHA will be expected to sign SHA’s Safeguarding Policies and Code of Conduct as an appendix to their contract of employment and agree to conduct themselves in accordance with the provisions of these documents.

Specific roles may require police/DBS/garda vetting

**Self Help Africa strives to be an Equal Opportunities Employer**