


Job Title	Administrative Assistant	
Reports To	Office Manager	
Starting	March/ASAP	
Salary	£21,000 - £23,000 based on experience (pro rata)	
Hours	21 Hours over a minimum of 3 days	
Job Purpose	To assist the Office Manager and other members of the National Office team with a variety of tasks which will aid the smooth running of the office, and contribute to the service which we provide to our beneficiaries and the wider lupus community.	
Key Responsibilities & Tasks	<ul style="list-style-type: none"> • To assist the Office Manager with day-to-day management and smooth running of the National Office, to include (but not limited to): <ul style="list-style-type: none"> ○ maintaining stationery stocks; ○ ordering other supplies, i.e. Christmas Cards (in consultation with the Office Manager and other members of staff); ○ making hotel reservations; ○ opening post; ○ daily banking; ○ maintaining a log of donations received. • To assist in moderating the LUPUS UK online forum – HealthUnlocked – by providing information and support to forum members, including addressing inappropriate content. • To assist the Health Information Officer with simple editing tasks on tri-annual newsletter, and simple amendments to LUPUS UK website. • To work on the telephone helpline on a rota basis, providing information and support to callers. • To assist with administration and moderation of LUPUS UK’s social media content. • To assist with updating and maintaining the organisation’s database. • To support fundraising and/or awareness raising events as and when required. • To support other members of the National Office team during busy periods – this could include helping with mailshots and online orders etc. 	
Working Relationships	<p>Internal</p> <p>All staff within the charity, Trustees, Volunteers and other Members and contacts as appropriate.</p>	
	<p>External</p> <p>LUPUS UK members and supporters and other members. Venue and event staff. Enquirers, prospective members, donors and other callers/contacts. Members of online forum.</p>	
Additional Information	Evening and weekend working and travel may occasionally be required.	

Organisational Responsibilities

- To follow and comply with all policies and procedures of LUPUS UK which includes the charity's Health and Safety procedures, ensuring personal safety and the safeguarding of the interests and safety of all staff, volunteers, visitors, and others.
- To uphold the values and expectations of LUPUS UK.
- To carry out other duties relevant to the post as reasonably required by management.

Person Specification and Requirements of the Job	
Knowledge/Skills	<ul style="list-style-type: none"> • Familiarity with LUPUS UK and its culture, or a willingness to learn. • Experience of working within a team, whether in a professional or personal capacity. • Strong working knowledge of Microsoft Office applications including Word, Outlook, Powerpoint and Excel. • Experience of using and maintaining databases • An understanding of the challenges experienced by people with chronic health conditions and disabilities, or willingness to learn. • Able to deal with confidential data and demonstrate discretion. • Excellent written and verbal communication skills, with the ability to communicate effectively in a range of media. • Well organised with good attention to detail. • Pro-active approach to problem solving.
Disposition	<ul style="list-style-type: none"> • An interest in the work of LUPUS UK. • Understanding and empathy for the experiences of the charity's beneficiaries. • Able to work effectively and flexibly with people from a wide range of backgrounds and cultures. • Motivated to improve inclusion and representation of our diverse community throughout the organisation. • Able to display patience, sensitivity and calmness in the face of periodic pressure and conflicting priorities. • Proactive in highlighting opportunities for development; both personal and organisational. • Able to handle and implement change and take on board constructive criticism. • A positive can-do attitude and willingness to help, when necessary, with tasks outside of normal duties. • Self-aware and able to manage a sustainable workload. • Resilient and optimistic.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder.