



Job Title – Team Administrator

Lupus UK

- **Hours:** Full time - 35hrs p/w
- **Working Pattern:** 5 Days p/w (Hybrid, min 3 days in Romford office)
- **Location:** Head Office
- **Reporting to:** Finance and Resource Manager
- **Responsible to:** Chief Executive Officer and Board of Trustees
- **Salary:** Gross £25,895 - £28,028

Organisation

Lupus is a chronic autoimmune disease which is uncommon, complex and poorly understood. It affects the immune system and can cause lasting damage to the kidneys, skin, heart, lungs and/or brain. Lupus disproportionately affects women and people from Black African, Caribbean, and Asian ancestries. Around 50,000 people in the UK are thought to have lupus (approximately 1 in 1000).

Lupus UK is the only national charity supporting people living with lupus and those that care for them. We hold an ambition for a world where people with lupus can live full and active lives. We work hard to empower people by providing information about lupus and offering support, so their voices are heard and their condition diagnosed and managed effectively.

Purpose

The Administrator will play a central role in supporting the smooth day-to-day running of Lupus UK's office and operations. Reporting directly to the Finance and Resource Manager, the role provides executive assistance, office management, and administrative support across all the departments. This role will also be the first port of call for general office enquires over the phone. This is a varied and vital role at the heart of a small, supportive team, offering a great opportunity to contribute to meaningful work in the charity sector.

Key Responsibilities

Executive and Leadership Support

- Provide diary management and meeting coordination support to the CEO and to Senior Leadership Team (as required).
- Assist the leadership team with any key project work e.g. preparing documents and sending out surveys (email and post)

Meetings and events

- Organise and coordinate meetings and events including scheduling diaries, arranging travel and accommodation, booking venues and catering, printing and sending out mailings.
- Liaise with internal colleagues and external attendees to ensure smooth communication and logistics throughout.
- Assisting with the logistics and planning of Team and Trustee Away Days.

Office and Facilities Administration

- Responsible for professionally answering and directing incoming phone calls.
- Supporting fundraising team with mailouts.
- Maintain office supplies, including ordering stationery and cleaning products.
- Oversee office environment, ensuring it is fully operational and well maintained by liaising with suppliers and contractors (e.g. for cleaning and building maintenance).
- Act as point of contact for general office enquiries.

HR and Staff Support

Work alongside the Finance and Resource Manager to:

- Maintain staff holiday and absence records, (e.g. Breather HR).
- Assist with internal communications, including helping to develop and maintain the charity's SharePoint intranet with news, key events, and essential documents.

General Administration

- Assist with weekly banking, including counting cash and preparing deposits alongside the Development Manager.
- Respond to email and phone enquiries, directing them to the appropriate team members.

- Perform general admin tasks such as opening post in line with the cash handling policy, scanning post, and forwarding to relevant staff. Managing courier collections and deliveries etc Maintain physical and digital filing systems.
- Work closely with the Finance and Resource Manager to streamline administrative processes and improvements.

Any other duties relevant to the post.

Person Specification:

Essential:

- Proven experience in an administrative or office support role in a similar position working across departments and teams to provide support or a demonstrable ability to do this
- Excellent organisational and time management skills, the ability to manage multiple tasks and deadlines effectively.
- Strong organisational skills and attention to detail.
- Excellent communication skills – written and verbal.
- Proficient in Microsoft Office, especially Outlook, Word, and Excel.
- Comfortable handling sensitive and confidential information.
- Ability to work independently and take initiative
- Demonstrable ability to plan and prioritise own workload with minimum supervision
- Experience of coordinating meetings or events (e.g. booking venues, arranging travel, preparing materials)

Desirable:

- Experience working in a charity or non-profit environment.
- Experience providing diary support or administrative assistance to senior staff
- Familiar using HR systems such as BreatheHR to track annual leave and sickness
- Knowledge of finance administration. (petty cash, banking)
- Some knowledge of CRMs.
- Comfortable working with SharePoint or similar platforms

What We offer:

- 20 days annual leave (pro rata) plus bank holidays
- 5% employer pension contribution
- Flexible and hybrid working options
- The opportunity to be part of a small, supportive team making a real difference to people's lives

- Death in service benefit
- Access to Assured Care support services