

**Could you be our next
Team Administrator**



Candidate Information Pack

A MESSAGE FROM OUR CEO >>>



Thank you so much for expressing an interest in joining our fantastic, ambitious and committed team at Lupus UK.

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 a registered charity formed in 1990, and 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.

We are building a team that will help take us to the next stage of our development at Lupus UK.

We're a small charity (£650k income and 12 staff), so we need team members that are able to bring ideas and suggestions for the future whilst also getting stuck in when needed. We have a passionate and committed team and it's important that people who join share our values and commitment to our vision.

Thank you for your interest in this role. It's an exciting time for the charity and we look forward to meeting you.

Caroline Olshewsky, Chief Executive Officer



ABOUT US

Lupus UK is a registered not-for-profit charity established in 1990.

OUR VISION

A world where people with lupus can live full and active lives.

OUR MISSION

To empower people by providing information about lupus and offering support, so their voices are heard and their condition diagnosed and managed effectively.

OUR VALUES

- We believe in improving the lives of people who have lupus.
- We believe that lupus patients are entitled to specialised care and treatment.
- We believe that lupus patients are entitled to the best possible information about their condition.
- We believe in informing and educating the medical profession and the public about lupus and its effects.
- We believe in bringing people with lupus together so they are not isolated.
- We believe in listening to people who want to talk about lupus.



ABOUT LUPUS

Lupus is a chronic autoimmune condition where the immune system mistakenly attacks the body's healthy tissue, which can result in inflammation and damage. It can impact any area or organ of the body, including the joints, skin, and kidneys, and can have a range of symptoms that mimic other conditions. Anyone, at any age, can be affected by lupus, but it disproportionately affects women and people from Black African, Caribbean, and Asian ancestries. There is no cure, but early treatment can help to manage and control the symptoms.

Lupus is an uncommon, complex, and poorly understood disease. Around 50,000 people in the UK, and 5 million people worldwide, are thought to have lupus. As such, many healthcare professionals may not recognise the early signs resulting in a delay to referral and diagnosis. During this time, active lupus can cause damage to the kidneys, skin, heart, lungs and/or brain which may be irreversible

We produce a range of publications that help people understand the different ways that lupus can impact and how it can be managed: <https://lupusuk.org.uk/publications/>.



**Watch this
YouTube video to
find out more about
lupus and how it
affects 5m people
worldwide**

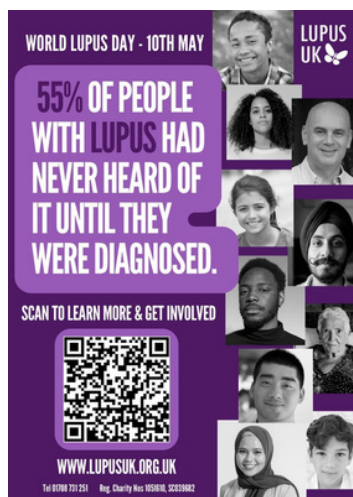
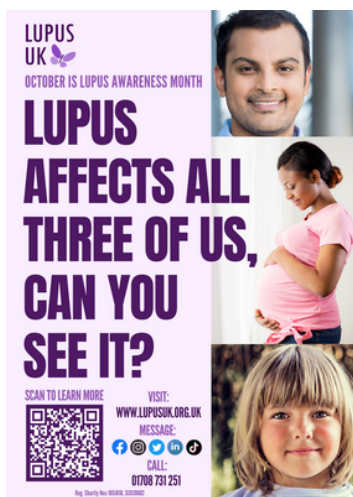


WHAT WE DO

We deliver a wide range of activities to achieve our vision. Our charitable objectives are:

- To increase awareness of lupus amongst patients, health professionals and the public.
- For all people with lupus in the UK to have a timely diagnosis and equitable access to high quality treatment.
- To empower people living with lupus.
- To support families and carers impacted by a diagnosis of lupus.
- To influence at policy level, ensuring that the voices of those living with lupus are heard.
- For Lupus UK to represent the whole lupus community.

Some examples of our work...



- Guidance for people with lupus.
- Campaigns to raise awareness.
- Lobbying and influencing work to impact public policy decisions.
- Providing grants to research projects.
- Supporting groups and communities for people living with lupus.
- Events and activities.



HOW WE ARE RUN

Finances

We receive money through a number of different streams including membership subscriptions, donations and fundraising, and grants and trusts. Our usual income per year is around £650,000. Our financial position is very stable and you can view [our latest annual accounts here](#).

Governance

We are governed by our Constitution which sets out our charitable objectives and how we operate. We have a Board of Trustees that oversee the running of Lupus UK. We have recently been through the process of incorporation and operate as a CIO (Charitable Incorporated Organisation).

Our Trustee Board

The Board of Trustees ensure that we are operating properly and in the best interests of our beneficiaries. They oversee the work of staff, through the Chief Executive, who is responsible to the Board. The Trustees have responsibility for oversight of the budget, governance and strategy of Lupus UK.

[You can find out more about our Trustee Board here.](#)

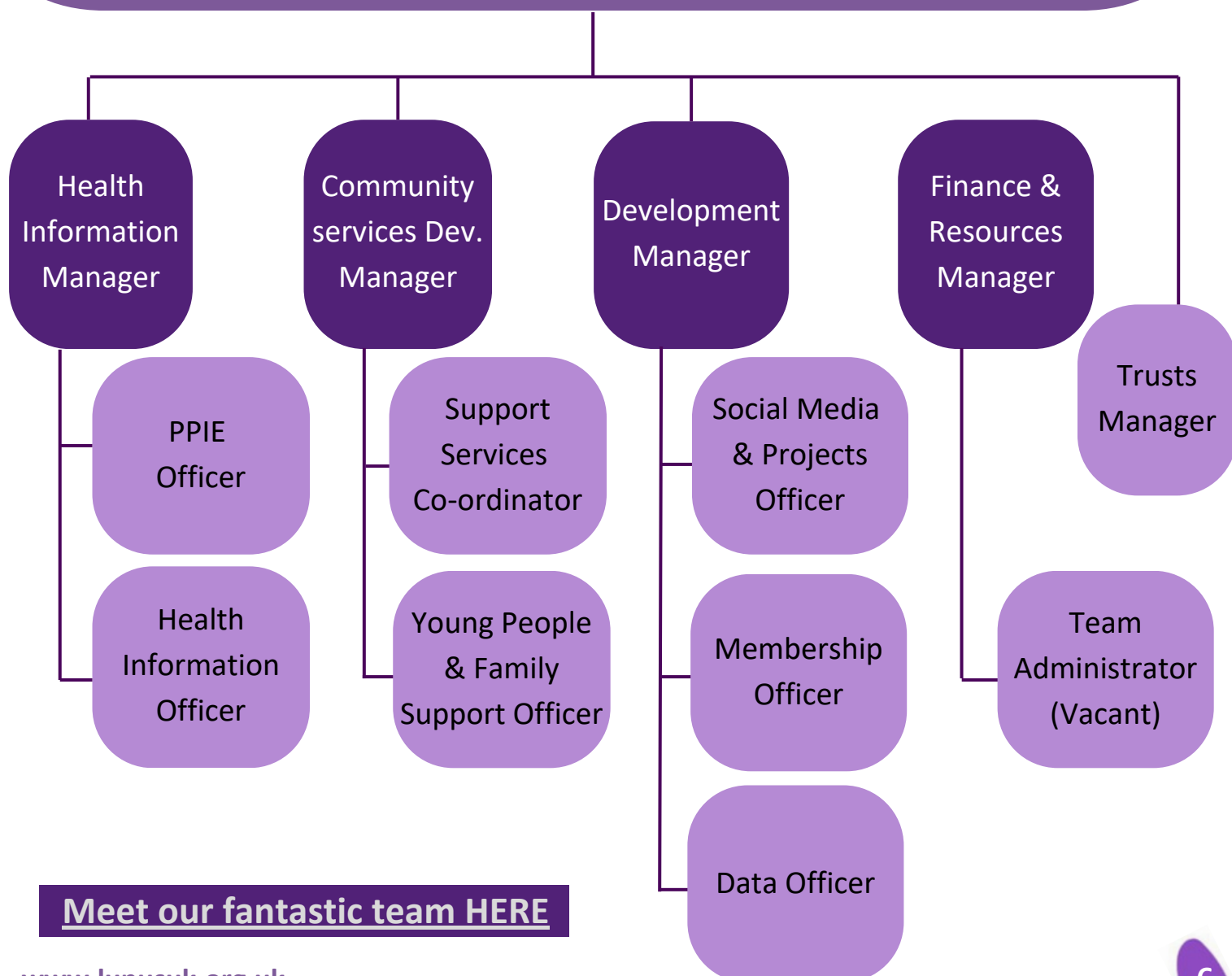


OUR STRUCTURE



Trustee Board

Chief Executive





Working at **Lupus UK**

Our success hinges upon having a team of brilliant people, working together to ensure our charity has the biggest possible impact. Our aim is to be a great place to work – where we respect work / life balance, support training and learning, and promote an inclusive and positive working environment. We have a small and dedicated staff team. We value developing our people, rewarding them well, and encouraging long-term career opportunities.

LOCATION

Our main office is at St James House in Romford Essex. We support hybrid and flexible working. There is an expectation that staff are based in the office for 3-days per week on average. You can [find out more about Romford HERE](#).

BELONGING

We're committed to ensuring our workforce reflects the diversity of the world and community we serve. We also aim to ensure that people are valued, included and supported by creating an environment where everyone can bring their authentic selves to work.

We respect everyone's individual identity and celebrate difference, and encourage applications from all candidates irrespective of background. We particularly welcome applicants from an ethnic minority and/or people living with a disability or chronic illness.

BENEFITS

We have a fantastic range of benefits for staff including:

- 20-days of annual leave (increasing by one for each year of employment, up to 25) plus bank holidays.
- 5% matched pension.
- 4 x salary death-in-service policy after 6-months employment.
- Flexible working arrangements.
- Enhanced wellbeing package.
- Lots of learning and development opportunities.

BALANCE

We understand that balancing work and home life can be tricky, and Lupus UK is a great place to achieve that balance. We genuinely care about our people being able to thrive both at work and at home, so we welcome suggestions and requests for flexible working, including part-time working, job shares, condensed hours and hybrid working.

ABOUT THE ROLE

JOB TITLE

Team Administrator

SALARY DETAILS

Salary: Gross £25,895 - £28,028

REPORTS TO

Finance and Resource Manager

WORKING HOURS

Hours: Full time: 35hrs p/w

Working Pattern: 5 Days p/w (Hybrid, min 3 days in Romford office)

RESPONSIBLE TO

CEO and Board of Trustees

Location: Head Office

ROLE 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.

ABOUT THE ROLE

KEY RESPONSIBILITIES CONTINUED

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.

ABOUT YOU

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



"I learned almost everything I know about lupus from LUPUS UK and that knowledge gave me the confidence to get control back in my life and do almost everything I used to be able to do including running. It also helped my husband, family and employer to know what lupus is and how we can make life work together"

HOW TO APPLY

The closing date for applications is **11th August 2025** or sooner if there is a high volume of applicants.

Please reserve the following dates in your diary when you apply:

First Stage Interviews (remote)

2nd September 2025

Final Informal (in-person Romford Office)

To be confirmed - Shortlisted candidates will then be invited to our Romford office for a second-stage informal meeting with SLT and meet staff.

YOUR APPLICATION

Please ensure you have read the full Recruitment Pack before applying. To apply, please submit a CV (no more than three pages of A4) and covering letter with personal statement (no more than two pages of A4) to: stevie@lupusuk.org.uk.

Your personal statement is an opportunity to outline your motivation for the role and to set out how you meet the person specification of the role. We would encourage you to align your personal statement, as far as possible, to the criteria set out in the person specification.



If you have any queries or would like to arrange an informal discussion about the role please contact the line manager for the post, via e-mail:

lucy@lupusuk.org.uk



Lupus
UK 

www.lupusuk.org.uk