

THE IARS INTERNATIONAL INSTITUTE

Job Description: Office Administrator & PA to the Director

The context

The [IARS International Institute](#) has a charitable mission to give everyone a chance to forge a safer, fairer and more inclusive society. We achieve our charitable aims by producing evidence-based solutions to current social problems, sharing best practice and by supporting young people and the community to shape decision making. We are recognised as a leader in creating new knowledge and forming public and expert opinion.

What we do

The IARS Articles of Association state that the charity is set up "To promote and contribute to the development and civic participation of young people, children and adult members of the community as individuals and members of society".

We deliver our charitable mission:

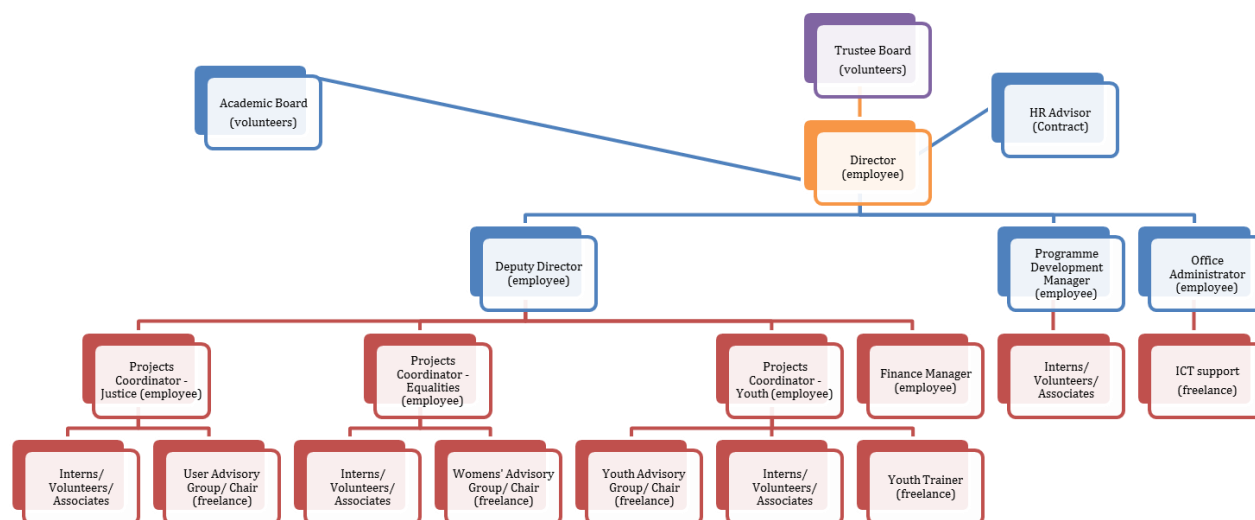
- **By empowering marginalised individuals** of our society (e.g. young people, abused women, refugees, asylum seeking women, victims, offenders, carers and minority groups) through accredited training, educational programmes, mentoring and one-to-one support;
- **By acting as an international network of youth NGOs** bringing together people and ideas, communicates best practice and encourages debates on current social problems
- **By carrying out [action research](#) and [evaluation](#)** that is independent, credible, peer-reviewed, user-led, focused and current
- **By** supporting individuals and grass roots organisations to carry out their own initiatives to shape decision-making and society, and by helping them to [maximise their social impact](#)
- **By** being an authoritative, independent and evidence-based voice on current social policy matters.

Led by its founder and Director, Professor [Dr. Theo Gavrielides](#) and staffed with a dedicated team of [experts, interns and volunteers](#), the IARS International Institute is known for its robust, independent, evidence-based approach to solving current social problems. We are acknowledged internationally for our expertise in justice, equality and youth, and have delivered [projects](#) in areas such as restorative justice, rehabilitation, human rights and inclusion, citizenship, public services and user-led research/ evaluation. IARS is guided by is [three founding values](#).

Organisational structure and Reporting Lines

As a registered charity, the Institute is governed by a Board of non-executive Directors. Dr Gavrielides, the Director, line manages the Deputy Director, Programme Development Manager and his PA who is also the Office Administrator. He is also the lead on HR and the key point of contact for the HR associates. The Programme Development Manager line manages interns, volunteers and related associates. The Deputy Director line manages the Project Coordinators and

Finance Manager. The Project Coordinators line-manage the interns, associates and volunteers. Every month we have a minimum of five full time interns and 20 part-time volunteers. The Office Administrator manages the IT associates.



Role of the Office Administrator & PA to the Director

The post is responsible for providing general administrative support to IARS and personal assistance to the IARS Director. Working under the direction and line management of the Director, you will be responsible for the overall administration of the office. Other responsibilities include being the first point of contact for IARS and leading on the IARS' membership scheme. Confidence, self-motivation, initiative and flexibility are key traits for this post. The post holder is expected to undertake all duties within the context of IARS' Handbook and Equal Opportunities policy.

Job Purpose:

1. Office administration
2. PA to the Director and supporting the IARS team
3. Board of Trustees
4. Website and Communications
5. Other

Who we are looking for

What makes our team special is personal commitment, drive, flexibility and teamwork and we are looking for someone who can reflect those same qualities. For this particular role, we are looking for someone with excellent organisational and IT skills, past experience in organising conference and training events, attention to detail and decisiveness. We also want someone who is committed to the values of dialogue, transparency, non-adversarial methods of conflict resolution and restorative justice. Please review [our three founding values](#) before applying. Fitting within our organisational culture will be a key factor of success.

Benefits and working hours

The post is office-based (London, UK) and is **part-time (four days per week)**, offered on a two year fixed term contract at **£17,743 - £27,877 (pro rata) (2-6 NJC scales)**. The initial salary will depend

on experience and there will be a six-month probationary period. The contract is renewable and extendable depending on funding. Other benefits include 24 days paid annual leave, plus bank holidays and 5.5% pension upon successful completion of the probationary period (all pro-rated).

1. Office Administration

- To be the first point of contact for IARS (telephone/ in person) – taking lead responsibility for prompt and effective internal and external communications. To meet, greet and take care of visitors to IARS' office.
- To be responsible for the IARS contact email addresses (contact@iars.org.uk and members@iars.org.uk, events@iars.org.uk).
- To be responsible for the maintenance of general cleanliness within the office and ensure materials are in their designated areas.
- To be responsible for opening the post, prioritising and distributing it to IARS staff. To be responsible for posting IARS' mail promptly and in a cost effective manner.
- To ensure that the organisation has the proper IT infrastructure by being the main point of contact between the IT support company and IARS.
- To be responsible for the procurement of stationary and cleaning supplies.
- Devising and maintaining office systems, including data management and filing (paper and electronic including the shared drive on the IARS server).
- To be responsible for keeping up to date the IARS Members' Register and to manage the scheme with the support of the Director.
- To be responsible for keeping the Unrestricted section of the shared drive tidy and up to date.
- To be responsible for keeping the IARS templates up to date (e.g. letter head, annual leave forms etc).

2. PA to the Director and supporting the IARS team

- To proof read, when necessary, and help with the collation of data and information by doing background research for the Director.
- To manage the Director's diary and contacts and email groups.
- To support the Director in the preparation of findings bids and contracts by doing background research and by covering the administrative side of the work.
- To lead on the administration of IARS' events, conferences and training sessions.
- To be responsible for updating and managing the IARS database.
- To provide general and reasonable administrative support to the IARS team.
- Lead on the administration of the Research Associates scheme.
- Help with the administration and sales of IARS' Youth Voice Journal and IARS publications.
- Support the donations, sponsors and fundraising strategy of the charity.
- Assist with the recruitment of new staff and Trustees.
- To support the administrative side of the organisation's finances. This includes maintaining the paper and electronic systems in place for recording financial information, updating the invoices register, preparing cover sheets for expenses and making online payments.
- To be responsible for the IARS petty cash as outlined in the IARS Finance Management Handbook.

- To provide administrative support for the preparation of the annual accounts and independent examination.

3. Board of Trustees

- To be responsible for organising meetings for the board of trustees, the sub-committees any training or strategic away days, as instructed by the Director.
- To attend and be responsible for the administration of meetings of the board of trustees and the sub-committees.
- To be responsible for minute taking and preparing and distributing all necessary documents for meetings of the board of trustees and sub-committees.
- To manage the administrative side of the organisation's equalities monitoring and skills audits (trustees and staff).

4. Website and communications

- To be responsible for updating information on the IARS website and regular intervals.
- To monitor traffic on the IARS website and usage of IARS publications. To be responsible for the administration of the IARS Readers' Surveys (online and paper).
- To be responsible for producing mailouts and journals; to be responsible for sending group e-mails and newsletters.

5. Other

- To undertake all duties in strict confidence.
- Ensure that IARS' equal opportunities policies are followed through in practice in the work of the post holder.
- To participate in supervision and personal reviews.
- When appropriate, to attend and participate in internal IARS meetings including staff meetings and other relevant meetings.
- Work co-operatively with other IARS staff, interns, volunteers and Board members.
- To cooperate in the formulation of and development of systems for monitoring and evaluating the work of IARS.
- To treat with confidentiality any information about IARS members, users and staff that is personal, private or sensitive.
- To be self-administrating including issues of cleanliness, health and safety.
- To carry out additional tasks which may be required from time to time, by the Director

IARS Person Specification

Office Administrator

CRITERIA	STANDARD	ESSENTIAL / DESIRABLE
Experience & Knowledge	1. 1-year experience as an office administrator	Essential
	2. Experience of using software packages for word processing, spreadsheets, databases and accounts.	Essential
	3. Experience of working in a small team	Essential
	4. Knowledge and understanding of IARS	Essential
	5. Knowledge of the charity sector	Desirable
Skills & Abilities	1. The ability to communicate effectively orally and in writing at all levels of the organisation and externally	Essential
	2. Attention to detail and accuracy. Excellent proof reading skills	Essential
	3. Ability to plan and organise meetings, seminars and conferences	Essential
	4. Ability to work effectively as a member of a small team	Essential
	5. Ability to plan and prioritise work to meet deadlines	Essential
	6. Excellent organisation skills	Essential
Attitude	1. Results driven with ability to prioritise effectively, work under pressure and meet deadlines	Essential
	2. Empathy with the aims and objects of IARS.	Essential
	3. Willingness to work unsocial hours and/or to stay away from home overnight. Willingness to travel.	Desirable
	4. A strong personal commitment to 3 founding values of IARS.	Essential
	5. Ambitious and self-motivated characterised by integrity and diligence.	Essential
	6. Commitment to the values of dialogue, transparency, non-adversarial methods of conflict resolution and restorative justice.	Essential