

## THE IARS INTERNATIONAL INSTITUTE

### Office Manager & PA to the Director

---

#### About us

The [IARS International Institute](#) is one of the world's leading user-led NGOs with an international 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.

- *By empowering marginalised individuals of our society through accredited training, educational programmes, mentoring and one-to-one support;*
- *By acting as an international network of NGOs bringing together people and ideas to share best practice and engage in 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 user-led robust, independent, evidence-based approach to solving current social problems. We are acknowledged internationally for our expertise in justice, equality and youth. We 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 its [three founding values](#).

#### Benefits

- 2 year employment contract, 4 dpw on NJC scales 14-29 (£17,681 - £26,470 inc LW)
- 24 days annual leave and bank holidays (pro rated)
- Pension 5.5% post probation
- Opportunities to travel abroad, accredited training and certification

#### Role of the Office Manager

Working under the direction and line management of the Deputy Director, you will be responsible for the overall management of the office. Other responsibilities include being the first point of

contact for IARS and action as the Director's PA. 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.

## Key tasks

### 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 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 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).
- To be responsible for the implementation of IARS Health and Safety policy.
- To act as the Fire Safety Officer and ensure that IARS complies with all Fire Risk Assessment regulations and its policy.

### 2. PA to the Director

- To support the IARS Director on the daily management and administration of the organisation, prioritising tasks 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, contacts and email groups.
- To support the Director in the preparation of funding 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, keeping the income cash flow tables up to date 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 manage the administrative side of the organisation's equalities monitoring and skills audits (trustees and staff).

### **4. Website and communications**

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