

Administrator & PA

Job Description

Working hours: Full time, 5 days a week

Duration: 1 year [with option of renewal]

Location: Manchester, Stockport UK

Reporting to: CEO

Responsible for: Interns & medical volunteers

Salary: £18,000 - £22,000 [based on experience]

Expected start date: week of the 11th October

About Doctors Worldwide:

Doctors Worldwide is a specialist medical charity based in the UK with a mission to support and collaborate with local communities to build and sustain quality healthcare services in both development and emergency settings. Over the last 20 years we have delivered over 103 medical projects, responded to 13 humanitarian crises and worked in 25 different countries. Together we have impacted more than 3.7 million lives and counting. Access to quality healthcare is not a privilege, it is a human right, and we work towards making that a reality, especially for the most vulnerable communities.

Purpose of the Role:

We are looking for a diligent and versatile Administrator & PA who will work with the CEO and project staff by supporting the delivery of DWW global health and medical programmes. The role involves providing a strictly confidential secretarial and administrative service to Doctors Worldwide [DWW] and its CEO including managing the DWW medical volunteers programme. Other duties include maintaining organisational records, providing administrative support to projects, overseeing internal policies/procedures, organise training events and providing a comprehensive administrative and HR service to the organisation and its programmes.

Based in the UK office in Stockport, the individual will need to demonstrate a high level of integrity, have an excellent eye for detail, be self-disciplined, and highly organised. The role includes providing assistance to the CEO and the individual will need to be able to demonstrate a logical way of working to support the life-saving work we do.

Main responsibilities:

Administration

1. To develop, update and maintain administrative systems and processes to achieve maximum efficiency across the organisation including the office and consumables.
2. To support the treasurer in the financial administration of DWW including during fundraising activities.
3. To process incoming and outgoing correspondences and respond to queries about the organisation from external stakeholders in coordination with other staff in a timely and professional manner.
4. Managing the info email account and phones.
5. Organise and oversee DWW events and activities such as the DWW annual humanitarian medical aid course.
6. Assist project staff in collecting and typing up data and maintaining records. Ensure effective administration of project grants.
7. Manage and update DWW volunteer systems including recruiting, screening and organising interviews for medical deployments, and arranging pre-deployment training
8. Manage and update DWW donor systems including processing new donations and communicating with existing and new donors or volunteers.
9. Effectively maintain and update DWW governance systems and documents [overall legality, effectiveness and accountability of an organisation] by carrying out annual checks using our quality assurance system or developing/updating internal processes/procedures/policies.
10. Oversee the upkeep of the DWW office, supplies and equipment.

HR

1. To ensure the files of relevant personnel are available, kept up to date, and stored confidentially and maintain records for employee leave, sickness, absence etc.
2. To ensure that recruitment procedures are in place and implemented, as well as providing assistance during recruitment.
3. Administer the DWW volunteers programme ensuring full oversight and confidentiality and communicate opportunities to volunteers as and when required.
4. Oversee the quarterly recruitment process of DWW new internship programme.
5. To ensure that relevant individuals such as managers fulfil their obligations to staff and interns by making sure that appraisals and 1-2-1s, are carried out in accordance with procedure.
6. To ensure that employees adhere to DWW policies & procedures.

Assistant to CEO Duties

1. To ensure a comprehensive secretarial and administration service to the CEO.
2. Provide administrative support to the Board of Trustees when required.

Other

1. To be professional and approachable at all times, whilst maintaining strict confidentiality, trust and integrity.
2. Any other duties commensurate with the accountabilities of the post.

Person Specification:

| Administrator & PA, Doctors Worldwide | Essential | Desirable |
|---|--|----------------------------|
| <p><i>Character</i></p> <ul style="list-style-type: none"> ● Self-disciplined ● Trustworthy ● Proactive nature, self-driven ● Professional and friendly attitude ● Maintains confidentiality at all times ● Hospitable and welcoming | <p>X X X X X X</p> | |
| <p><i>Experience</i></p> <ul style="list-style-type: none"> ● At least 3 years' demonstrable experience in an administrator and PA role ● Proven experience in organising and maintaining a diverse workload, and meeting schedules/deadlines ● Ability to interact and communicate with a diverse range of stakeholders professionally and with integrity ● Proven experience demonstrating initiative and proactively finding better ways to improve or make the organisation more effective | <p>X X X X</p> | |
| <p><i>Skills</i></p> <ul style="list-style-type: none"> ● High attention to detail ● Anticipates needs ● Logical thought process ● Excellent organisational skills ● Proficient in English ● Excellent communication skills ● Excellent Information Technology skills ● Event organising or ability to learn ● Self-motivated and a good time-keeper | <p>X X X X X X X X</p> | <p>X</p> |
| <p><i>Knowledge</i></p> <ul style="list-style-type: none"> ● Knowledge of administrative systems ● Understanding planning and implementation of projects ● Understanding of international development and health contexts is desirable or ability to learn | | <p>X X X X</p> |
| <p><i>Commitment</i></p> <ul style="list-style-type: none"> ● To grow, learn and develop in their field of work ● Commitment to stay ahead of the various administrative platforms or tools for personal and organisational effectiveness and development ● Willingness to travel around the UK and internationally as and when required ● Passionate and motivated about charity work ● Enthusiastic and flexible work ethic, with willingness to work beyond expected duties in order to achieve organisational objectives | <p>X X X X X X X</p> | |

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| • Adopt a holistic approach to their role within the organisation | | |
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To apply for this post, please email your CV and covering letter [3 pages maximum] demonstrating your suitability to the post to info@doctorsworldwide.org by 9:00am Monday 27th September 2021.

Expected start date - week of the 11th October

Interviews will be carried out on a rolling basis. Doctors Worldwide reserves the right to close the job advert before the deadline if a suitable candidate is found. We recommend applying early to be considered.