

Job Description

Title Office Administrator

Location London (Office Based)

Salary £30,000 + performance related bonus + benefits

Role purpose

Office Administrators play a key role in supporting the smooth running of our business and our wider social impact.

This role combines general administrative duties across the areas of office administration, HR and recruitment support, IT, finance, communications and marketing, and business development.

You will play a key role in maintaining an efficient office environment and supporting various functions that drive the overall success of our organisation.

Working within our operations team, this includes:

- **General Administration:** support the day-to-day operations at PPL, providing general administration across the team, supporting the smooth-running of PPL offices including the PPL Hub (a free space for charities and community members).
- **HR and Recruitment Support:** Assisting in the recruitment process, maintaining employee records, and supporting onboarding and training activities.
- **Financial Administration:** Providing support in processing invoices, tracking expenses, and maintaining accurate financial records.
- **Business Development Assistance:** Supporting the business development team with the preparation and submission of proposals.
- **Quality and Process Improvement:** Working as part of the operations team on projects and process improvements, including ensuring compliance with evolving best-practice and international standards.

Office Administrators develop and maintain strong relationships with team members, clients, and external partners, ensuring all of their work reflects the values of our organisation.

2. Key responsibilities

A. Office Administration

- **Providing administrative support to PPL team members, Management and Senior Leadership** in relation to projects, clients and internal functions.
- **Support day-to-day operations of our offices** by assisting with tasks such as opening and closing the office, ensuring safety checks are conducted and any security, health and safety or maintenance issues are proactively identified and resolved, maintaining office supplies, and ensuring our workspaces remain organised, safe and welcoming.
- **Act as a point of contact for office, IT and administrative matters**, including supporting and managing visitors, contractors, and service providers.
- **Coordinate and schedule meetings**, including booking and managing rooms, preparing materials, and ensuring all logistics are handled efficiently.
- **Monitoring and responding appropriately to emails and correspondence** including with clients, suppliers, team members and partners.
- **Supporting internal communications and company events** including team meetings, training and workshops.
- **Other ad hoc administrative tasks** that ensure the efficient operation of PPL as an organisation.

B. HR and Recruitment Support

- **Assist with the recruitment process**, including posting job vacancies, scheduling interviews, and managing candidate communications.
- **Maintain employee records and manage HR-related documentation**, ensuring compliance with company policies and legal requirements.
- **Support the onboarding process for new hires**, including preparing induction materials and ensuring a smooth integration into the team.
- **Coordinate employee training and development activities** in collaboration with the wider team.

C. Financial Administration

- **Provide basic support to the finance team**, including assisting with processing invoices and tracking expenses.
- **Support the preparation of financial reports** with documentation and administrative support.
- **Help maintain financial records** including updating databases and ensuring accurate filing of financial documents.

D. Business Development Support

- **Assist in preparing documentation** for business proposals and tenders.
- **Help organise and manage follow-up activities** related to business development efforts.

E. Operations Team Support

- **Collaborate with fellow operations team members** to provide “mutual aid” in busy periods and where necessary, and support the effective, sustainable provision of high-quality operational services to our teams , clients and partners.
- **Maintain compliance with operational standards and procedures** working in line with International Standards and local legislation.

3. Core Competencies

A. Office Administration

- **Organisational Skills:** Ability to manage multiple tasks and priorities effectively.
- **Attention to Detail:** Ensures accuracy in all administrative tasks and documentation.
- **Communication:** Strong verbal and written communication skills for effective interaction with colleagues and external partners.
- **Technical:** Confident in using core Office applications and systems, including Microsoft Word, Excel, PowerPoint. Strong verbal and numerical skills. Ability to provide first-line support to technical queries. Strong customer service skills.

B. HR and Recruitment

- **Recruitment Processing:** Experienced in supporting administrative processes to achieve business objectives.
- **HR Documentation:** The ability to provide consistently fair, accurate and confidential support in the management of sensitive information.
- **Technical:** Familiarity with HR principles, policies and procedures.

C. Financial Administration

- **Financial Knowledge:** An understanding of and experience with supporting basic business processes, for example invoicing and expense tracking.
- **Financial Data:** Ability to maintain accurate records with minimal supervision.
- **Technical:** Ability to work with figures and data in a structured way, for example in the maintenance and checking of spreadsheets and reports.

D. Business Development

- **Business Development Support:** Strong organisational and presentational skills, with the ability to support managers and other team members in delivering high-quality proposals and propositions, in a timely way.
- **Client Relationship Management:** Ability to support the maintenance of strong client relationships, acting at all times in line with our values and best-practice.
- **Technical:** This role involves working with Customer Relationship Management (CRM) systems. Training will be provided as required.

E. Operations Team Support

- **Team Working:** Proven ability to work as part of a supportive team in providing high-quality customer service to internal and external customers.
- **Process Improvement:** Ability to identify inefficiencies and suggest improvements to office and operational processes.

4. Behavioural Competencies

A. Analytical Thinking

- **Attention to Detail:** Accuracy in all assigned tasks, including scheduling, managing communications, document preparation, and maintaining records.
- **Problem-Solving:** Ability to resolve issues and identify opportunities to improve processes to keep the office and general operations running smoothly.

B. Adaptability

- **Flexibility:** Ability to adjust to changing schedules, team requirements, and office priorities, while maintaining a positive and productive work environment.
- **Resilience:** Stays calm and efficient under pressure, handling unexpected challenges positively.

C. Initiative

- **Proactivity:** Anticipates team needs and takes appropriate action to achieve these within areas of delegated responsibility.
- **Resourcefulness:** Finds creative solutions to achieve set objectives.

D. Ethical Integrity

- **Trustworthiness:** Consistently open, transparent and honest in carry out all professional duties, in line with our organisational values.
- **Responsibility:** Takes ownership of tasks and completes these professionally, in a timely and efficient way.

E. Client Focus

- **Customer Orientation:** Focuses on meeting the needs of both internal and external customers and partners.
- **Service Excellence:** Dedicated to providing exceptional administrative support that enhances operational efficiency and contributes to a positive and productive office environment.