

Administration Assistant

Job title: Administration Assistant

Reports to: Business Support Manager

Location: Headquarters in Southampton

Hours: 21 hours per week, office based, ideally on Monday, Tuesday and Friday, with the potential for hours to increase

Contract: Permanent, part-time

Salary: £24,000–£26,000 per annum, pro rata

Closing date: Friday, October 30th

Main Purpose

Provide efficient and responsive administrative support across the organisation, helping to ensure that communications, office facilities, financial administration, databases and health and safety arrangements are maintained accurately and operate smoothly.

Key Responsibilities

Communications and general administration

- Manage incoming telephone calls professionally, take accurate messages and direct enquiries appropriately.
- Receive, sort and distribute incoming post, and prepare outgoing post using the franking machine.
- Monitor shared inboxes, respond to routine enquiries and escalate matters promptly where required.
- Provide general administrative support, including document preparation, filing, scanning and photocopying.
- Maintain internal birthday records and coordinate cards or other agreed arrangements.

Office and facilities administration

- Support the effective day-to-day operation of the office and act as a point of contact for facilities matters.
- Report, coordinate and follow up building maintenance issues, liaising with contractors and suppliers as required.
- Coordinate cleaning arrangements and raise service or supply issues with the relevant provider.
- Support the administration of fire and burglar alarm systems and maintain associated records.
- Coordinate scheduled fire testing and maintain accurate testing and compliance logs.
- Record gas and electricity meter readings and assist with utility contract renewals.
- Monitor the photocopier and franking machine, arrange consumables and report faults.
- Monitor stationery levels, place approved orders and distribute supplies.
- Coordinate waste and recycling arrangements and liaise with service providers as necessary.

Financial administration

- Provide basic finance administration in accordance with organisational procedures.
- Receive and check expense claims for completeness, supporting documentation and approval before processing.
- Administer petty cash, maintain accurate transaction records, reconcile balances and retain receipts securely.
- Support invoice and payment administration as required.
- Handle financial information confidentially and raise discrepancies promptly.

Database, records and health and safety administration

- Maintain organisational databases and administrative systems, ensuring information is accurate and current.
- Complete routine data entry, amendments and checks in a timely manner.
- File and retain information in line with data protection, confidentiality and records-management requirements.
- Support workplace health and safety administration, including policies, inspections, logs, certificates and testing schedules.
- Report hazards, defects, incidents and overdue actions promptly.
- Assist with routine checks and ensure required information and notices remain up to date.

General requirements

- Represent MNWB professionally to colleagues, member organisations, suppliers, contractors and other external stakeholders.
- Maintain confidentiality and comply with data protection, financial and health and safety procedures.
- Attend meetings or events as required from time-to-time.
- Provide kitchen supplies for the office
- Undertake any other duties appropriate to the role as required by the Business Support Manager or CEO.

Person specification

Essential

- Previous experience in an administrative, reception, office support or facilities support role.
- Good organisational skills and the ability to prioritise routine and unexpected tasks.
- Clear written and verbal communication skills, with a professional telephone manner.
- Accuracy and attention to detail when handling financial information, records and databases.
- Confidence using Microsoft Office applications, shared inboxes and database systems.
- Ability to work independently, use initiative and escalate issues appropriately.
- Experience of maintaining accurate records and handling confidential information with discretion.
- Awareness of data protection and workplace health and safety requirements.
- Reliable, approachable, flexible and committed to high standards of customer service.
- Ability to ideally work the office-based pattern of Monday, Tuesday and Friday.

Desirable

- Experience of working in a charity, maritime, welfare, membership or not-for-profit organisation.
- Experience of petty cash, expenses, invoice processing or supplier administration.

- Experience of office facilities administration, contractor coordination or maintaining compliance records.
- Familiarity with CRM, finance or other organisational database systems.

Benefits

Attractive pension scheme

Enhanced paternity pay

26 days' leave plus bank holidays

Group Life Cover

Critical Illness Cover

Free parking on-site in the centre of Southampton