

Amnesty International UK



JOB TITLE	Departmental PA (Maternity cover)
TEAM	Directorate
DEPARTMENT	Supporter Campaigning and Communications
REPORTS TO	Department Director
RESPONSIBLE FOR	Volunteers
SCALE	Grade 3
HOURS PER WEEK	35 hours (Supporter Campaigning and Communications). Occasional evening and weekend working required, usually scheduled in advance. Flexible working considered.

OVERALL PURPOSE OF THE JOB

The Departmental PA will provide dedicated support to the Senior Management Team in order to ensure that AIUK's directorates function effectively and in a co-ordinated manner. This will include administrative and secretarial support, and the development and maintenance of administrative systems. It will also include instigating, undertaking and monitoring projects across the organisation.

The role involves using a high level of judgement, sensitivity and discretion and working in complex situations to deliver a differentiated set of services. There is a regular need to coordinate and integrate activities with other teams and departments and develop effective solutions to challenges, often under significant time pressure, and regularly managing conflicting priorities with a short time frame.

The role provides critical and sensitive logistical support and high-level coordination and communication with top level internal and external stakeholders including AIUK's departmental directors, the AIUK Board of Directors, other governance bodies, other Amnesty Sections, the International Secretariat, Supporter Campaigns and Communications Management Team, Donors and beneficiaries of Amnesty International's work.

MAIN RESPONSIBILITIES

1. Provide administrative and secretarial support to the Director of the Supporter Communications and Campaigns Department, and management team, including the drafting of correspondence and presentations, making travel and accommodation arrangements etc.
2. Ensure that the departmental management team operates efficiently, facilitating workload and representing the Director and Management Team of the department across the organisation

3. Manage the Director's inbox, prioritising, dealing with and responding promptly and appropriately to all emails.
4. Manage the Director's daily diary, and takes responsibility for scheduling meetings, arranging travel, coordinating agendas and briefings, and communicating and following up on action points or decisions.
5. Schedule meetings, arrange travel and undertake other administrative tasks for members of the SCC management Team
6. Prepare notices of meetings and agenda papers; minute taking, production and distribution of minutes; following up relevant actions and communicating decisions from meetings as required.
7. Ensure the Director has all the necessary and pertinent information she requires for each aspect of the diary, by coordinating the provision of meeting papers, briefs and documents.
8. Proofread documents, emails and reports as required
9. Act as a day-to-day link for the Director within AIUK and for external organisations.
10. Develop, implement and operate administrative systems ((e.g. electronic filing systems, databases, hard copy filing, records of actions and decisions, and bring forward systems) to support the efficient operation of the Director and Department.
11. Responsible for the organising of accessible and inclusive events, interviews and meetings (including room bookings, agendas, minutes and the chasing of follow-up actions, posting minutes on website) such as:
 - Staff and volunteer briefings
 - Department meetings
 - Departmental management team meetings

To service the administrative requirements of two specific board sub-committees (Activism Sub Committee, and Campaigns and Impact Sub Committee) – maintaining record of committee members, communicating meeting dates, papers and minutes as well as organising travel and logistics for these meetings and minuting the meetings. This will include attending meetings all day Saturday, at least 5 times per year and weekday evening meetings at least 5 times per year.

12. Assist with the compilation and distribution of reports to SMT and AIUK's Board / sub-committees as required.
13. Post updates on AIUK's intranet (Insite) as necessary, and ensure that Departmental information is reviewed on a regular basis to ensure that it is still relevant and up to date.
14. Monitor internal approval processes to ensure appropriate sign-off for external communications.
15. Coordinates and administers tasks in relation to the Director and department members' travel schedule (including flights, visas and accommodation).
16. Assist the department director with the complaints procedures, specifically relating the the Activist Code of Conduct, including drafting correspondence, arranging panel meetings and acting as point of contact
17. Manage the exchange of confidential sensitive information with discretion and integrity. To support and provide cover to PA colleagues as required.

18. Undertaking or assisting with specific projects across the department at the Director's request.
19. To ensure that office volunteers and/or activists and members contribute effectively to the work of AIUK, by establishing and maintaining appropriate working relationships.
20. To work with the Department to develop and achieve Department objectives and plans.
21. To undertake research, prepare reports or assist with any specific projects across the organisation at the Department Director's which are in line with the responsibilities of the post
22. To deliver all aspects of this job description in accordance with AIUK's Equality and Diversity Policy.
23. To take responsibility for their own health, safety and welfare, comply with AIUK H&S policy and procedures, and not act in any way that compromises the safety of themselves, colleagues or the public.

December 2018

PERSON SPECIFICATION

Departmental PA

ESSENTIAL	CRITERIA
Experience	Experience of developing and maintaining administrative systems, on paper and IT
	Significant and demonstrable experience as a Personal Assistant to a senior manager
	Experience of coordinating complex international travel including researching and booking flights and local travel
	Experience of minuting formal meetings
Skills and Knowledge	Ability to prioritise own work and manage conflicting deadlines
	Ability to communicate effectively, verbally and in writing, at all levels of the organisation and externally
	In depth knowledge of working practices and procedures and strong IT skills
	Strong interpersonal skills, including good negotiation and diplomacy skills and the ability to influence and persuade others
	Flexibility, ability to move between tasks
	Accuracy and attention to detail
	Ability to work unsupervised and use initiative
	Excellent organisational skills
	Tact, discretion and respect for confidentiality
	Ability to work as part of a team and provide support to a range of managers and teams
	Ability to provide full administrative support to two governance sub committees,
	Good numeracy skills, ideally with experience of processing expenses
	Proven ability to work independently using initiative and judgement to adapt to meet situational needs
	Ability to work weekends and evenings on an occasional scheduled basis.
Amnesty's aims and objectives	Understanding and commitment for the aims and objectives of Amnesty.
Equal Opportunities	Commitment to equality and diversity as outlined in our policy
DESIRABLE	
Experience	Experience of supervising volunteers.
	Experience of using content management systems to update Intranet/Internet pages
	Experience working globally across cultures, time zones and languages
	Experience and understanding of Campaigning and Communications in the NGO Sector
	Human Rights knowledge