

## **ACTION MEDICAL RESEARCH**

### **Job Description**

- Job Title:** Communications Administration Assistant
- Department:** Communications
- Working Base:** Home based with occasional travel to meetings in South-East England
- Hours worked:** 15 hours (over 4/5 days)
- Reporting To:** Director of Communications

### **Job Purpose**

To provide day-to-day administrative support for our busy communications team who work across the organisation to maximise opportunities to raise awareness and funds to support vital medical research. Main area of focus is coordinating orders of materials to and from our warehouse, maintaining accurate stock lists and helping to develop processes to improve our warehouse service. Other areas of support are helping with the creation of digital and printed design assets and overseeing small printing jobs.

### **Main tasks**

1. Warehouse coordination – be the main charity contact between staff and our external warehouse supplier and manage orders for sending out (and return of) materials from our external warehouse, using an online portal.
2. Oversee movement of stock to and from our external warehouse and work with the external warehouse to ensure suitable systems and processes are in place to manage goods outwards and goods inwards (from printing suppliers as well as charity staff).
3. Oversee key stock items which are loaned out (such as contactless payment devices, mascot Paddington Bear suits, pull up banners, sail banners, collecting tins and buckets).
4. Ensure all stock items are above our minimum stock levels and work with relevant staff to ensure items are produced and replenished as necessary in the warehouse.

5. Manage requests from staff for ad hoc small printing jobs (such as low volume printing for multi-page bound documents, one-off signs and certificates) and fulfil these via home set up or local printers.
6. Support our Design Manager with creation of design materials (tickets, flyers, posters for some of our volunteer groups) using branded templates in Adobe Acrobat.
7. Liaise with in-house or external designers, printers and suppliers to help manage routine jobs such as business cards and other materials.
8. Support our Communications Director to manage the approvals process for the Paddington Bear suit and ensure user guidelines are maintained and followed by external users.
9. Receive and respond to switchboard calls at designated times (usually afternoons).
10. Demonstrate excellent attention to detail and a logical approach to tasks.
11. Undertake other duties of a compatible nature that may be required by the Director of Communications.

*This Job Description is a statement of requirements at the time of writing. It should not be seen as precluding future changes after appointment to this role.*

### **Person specification**

**(All skills and experience are essential unless stated as desirable)**

#### **Skills**

- Excellent administrative skills.
- Excellent oral and written communication skills.
- Outstanding time management and organisational skills, with careful attention to detail.
- Flexible and able to adapt to change and varied workload.
- Understanding of digital technology and systems/platforms.
- Problem-solving skills.
- Excellent IT skills including use of MS Office platforms.
- Working knowledge of print and design.

## **Experience**

- Experience of using digital platforms/systems to manage information and processes.
- (Desirable) Experience of working with stock inventories or warehouses.
- (Desirable) Experience of using digital tools (such as Canva) to create assets (such as social media assets).
- Office/ home based administrative experience in a fast-paced and busy environment.
- Experience of customer services.
- Experience of using Windows-based software packages including Word, Excel, Adobe, and Outlook and the internet to deliver tasks and projects.