

## Job description

### Admin Support and Assistant (temporary 12 months contract)

Reports to:	Director of Evidence and Policy, Coeliac UK (aka Executive Officer, ISSCD)
Based at:	Coeliac UK Head Office, High Wycombe, UK with the option of hybrid working from home
Salary grade table:	General and Administration (GA6); £12.5k - £14k pro rata
Hours	20 hours per week
Holiday	20.5 days per year
Line management:	No direct reports
The role:	An interesting and varied role. Employed by Coeliac UK to provide administrative support for the International Society for the Study of Celiac Disease (ISSCD) and assistance to the ISSCD Board, the Executive Officer and the ISSCD committees.
The ISSCD:	The general objective of the <a href="#">International Society for the Study of Celiac Disease (ISSCD)</a> is to promote scientific knowledge, education and quality of care in the field of coeliac disease and gluten-mediated human diseases in general and everything related or conducive to this in the broadest sense.
Coeliac UK:	For over 50 years <a href="#">Coeliac UK</a> has been helping people with coeliac disease and other gluten related conditions live happier, healthier lives. Striving for better gluten free food in more places, providing independent, trustworthy advice and support to the gluten free community, and funding crucial research to not only manage the impacts of gluten, but also find the answers to coeliac disease.  Coeliac UK supports the work of the ISSCD as objectives are aligned.

### Key responsibilities

- Process new ISSCD Membership applications and update the ISSCD membership database
- Draft copy for the ISSCD members' e-newsletter and other communications
- Prepare the ISSCD email schedule working with the Executive Officer and the ISSCD's support agency based in the Netherlands
- Monitor the ISSCD generic email accounts and respond accordingly
- Arrange ISSCD meetings
- Prepare agendas and papers for ISSCD Board meetings
- Draft minutes of ISSCD meetings
- Provide admin support to the ISSCD committees as required
- Assist with filing and record keeping of ISSCD activities and key documents
- Work with a social media schedule and draft posts for the different social media channels
- Process ISSCD website updates
- Process ISSCD expense claims in collaboration with the ISSCD's support agency in the Netherlands and the approval of the ISSCD Executive
- Arrange travel and accommodation bookings for ISSCD Board members.

## **Knowledge, skills and experience**

- Positive and confident
- People person
- Proactive and flexible approach
- Strong team player
- Unflappable, 'can do' attitude
- Educated to GCSE standard including Grade C or above in Maths and English
- Good communication skills
- Attention to detail
- Confident speller with good command of the English language
- Numerate
- Excellent organisation skills
- Self-motivated and able to work without close supervision, once provided with guidance
- Knowledge and understanding of the General Data Protection Regulation (GDPR)
- Familiar with the different social media channels and creating posts for engagement, desired but not essential
- CRM and website content management experience desired but not essential.
- Competent PC skills
- Competent use of Microsoft 365; Word, Excel, PowerPoint and Outlook
- On occasions willing to work outside usual hours to accommodate international meetings (different time zones)

## Competencies

<b>1: General profile</b>
Typically graduate or equivalent once in a contributory role
Does not include new graduates unless they go straight into contributory role
May be working towards relevant professional qualification
Depends on others for instruction, guidance and direction
<b>2: Technical expertise; building &amp; maintaining</b>
Develops skills in basic theories, practices and procedures in one skill area through formal training
<b>2: Technical expertise; applying &amp; anticipating</b>
Able to apply basic knowledge/skills to own work
<b>3: Client/organisation orientation; client response</b>
Responds to standard client requests
<b>3: Client/organisation orientation; organisation understanding</b>
Understands relationships between work processes and the organisation but horizons limited to own team
<b>3: Client/organisation orientation client response; costs</b>
Is aware of costs related to own work
<b>4: Creating &amp; delivering solutions; problem solving</b>
Uses existing, clearly defined procedures to solve routine problems
<b>4: Creating &amp; delivering solutions; planning &amp; organising</b>
Manages own time to deliver against tasks set by others, with a short term horizon
<b>5: Working relationship; communicating, negotiating &amp; influencing</b>
Asks questions, checks for understanding, provides explanation clearly and precisely
<b>5: Working relationship; teamwork, coaching &amp; guiding</b>
Works co-operatively with others to achieve team goals
<b>5: Working relationship; networking</b>
Builds stable and useful working relationships

This job description is not intended to be an exhaustive list of duties to be performed by the employee. This job description may be altered to reflect the needs of Coeliac UK in its role supporting the ISSCD.