



## Job Description

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| <b>Job Title:</b>     | Office and Team Assistant                                                                                                                                              |
| <b>Reporting To:</b>  | UK HR Lead                                                                                                                                                             |
| <b>Contract Type:</b> | Permanent, Part Time                                                                                                                                                   |
| <b>Location:</b>      | London office 4 days per week                                                                                                                                          |
| <b>Salary:</b>        | £28,000 - £32,000 per annum FTE (pro-rata for part-time hours)                                                                                                         |
| <b>Working Hours:</b> | 22 hours per week over 4 days per week (6.5 hours per day). Typical hours: 9:00 – 15:30 with a 1-hour lunch break, hours may vary slightly depending on business needs |

### Purpose of the role

To provide an on-site presence in the London office, ensuring the smooth day-to-day running of office operations, supporting internal team initiatives, coordinating meetings and staff events, and contributing to a welcoming and efficient working environment. The role also provides administrative support to HR processes and complements the fully remote Senior Executive Assistant role.

### Key Stakeholder Relationships

- CEO
- UK HR Lead
- Executive Team
- Board Members
- Office landlord
- Office suppliers and contractors

### Position in the organisation

- Reports directly to the UK HR Lead for line management, performance, and HR matters
- Works closely with the Senior Executive Assistant
- Provides administrative support to all teams

### Main responsibilities

#### Office Management

- Act as first point of contact for office visitors, phone calls, and enquiries; manage the company's main enquiries inbox
- Oversee office supplies, deliveries, equipment, and facilities maintenance, including mail collection and posting as required
- Liaise with landlords, IT providers, and suppliers to ensure smooth day-to-day office operations

- Manage internal booking systems, meeting rooms, and office spaces
- Support onboarding and offboarding for starters/leavers, including IT setup and equipment allocation
- Support the setup and smooth running of Board and senior leadership meetings, including room setup and organising refreshments
- Manage office-related expense submissions

### Administrative and Team Support

- Support scheduling, logistics, and coordination for internal meetings, staff away days, volunteer programmes, staff engagement, and team initiatives
- Provide general administrative support for team projects and initiatives
- Assist with coordination of staff training and development activities
- Support HR administration tasks, recruitment processes, and volunteer programmes
- Host and support work experience students, including organising summer placements, experience days, and bridging activities between meetings

### Ad hoc duties

- Undertake any other reasonable duties

### Person Specification

|                   | ESSENTIAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | DESIRABLE                                                                                                                                                                                  |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Education</b>  | <ul style="list-style-type: none"> <li>• A-levels / GCSE or equivalent</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>• Bachelor's degree in business administration, management or a related field</li> </ul>                                                            |
| <b>Experience</b> | <ul style="list-style-type: none"> <li>• Supporting meetings and events organisation</li> <li>• Liaising with external partners, suppliers or service providers</li> <li>• Coordinating office operations, including facilities, equipment and vendor management</li> </ul>                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Experience in international, humanitarian, or NGO/charity office settings</li> </ul>                                                              |
| <b>Skills</b>     | <ul style="list-style-type: none"> <li>• Organisational and administrative</li> <li>• Excellent customer service.</li> <li>• Strong verbal and written communication</li> <li>• Ability to work independently and prioritise workload efficiently</li> <li>• Proficient in Microsoft Office, Microsoft 365, databases, and digital scheduling tools</li> <li>• Familiarity with GDPR (General Data Protection Regulation), safeguarding, Health &amp; Safety and compliance frameworks</li> </ul> | <ul style="list-style-type: none"> <li>• Basic financial or budget monitoring for office operations</li> <li>• Ability to support with basic reporting and document preparation</li> </ul> |

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| <b>Behaviours</b> | <ul style="list-style-type: none"> <li>• Proactive, solution-focused and able to take initiative</li> <li>• Calm and professional under pressure</li> <li>• Flexible and adaptable to changing priorities</li> <li>• High level of discretion and judgment</li> </ul>                    |  |
| <b>Other</b>      | <ul style="list-style-type: none"> <li>• This role is subject to a Basic DBS (Disclosure and Barring Service) Check</li> <li>• Justice &amp; Care is a member of the Misconduct Disclosure Scheme, and this role will follow relevant safeguarding and disclosure procedures.</li> </ul> |  |