

## Job description

### Admin Support Officer (temporary 12 months contract)

Reports to:	Head of Fundraising and Engagement, ISSCD
Based at:	Coeliac UK Head Office, High Wycombe, UK with the option of some possible home working
Salary grade table:	GA6; £22k - £25k pro rata
Hours	20 hours per week
Holiday	(HR to provide details pro rata)
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 Head of Funding and Engagement 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:	Coeliac UK fight relentlessly for people who live with coeliac disease, even those that don't know they have it. They challenge the effect of inequalities so that everyone has the opportunity to be diagnosed earlier and treated, regardless of who you are or where you live. When you know it's coeliac disease they are by your side to provide the support you need. This includes making sure that good, gluten free food is accessible for everyone who needs it. A cure for coeliac disease remains in their sights, and they're working hard to make it possible by initiating research and until then, improve lives.

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
- Prepare bulk mailings for the ISSCD members' e-newsletter and other communications, working with the ISSCD's support agency based in the Netherlands
- Monitor the ISSCD generic email accounts and respond accordingly
- Arrange ISSCD meetings
- Assist in the preparation of agendas and papers for ISSCD Board meetings
- Draft minutes of ISSCD meetings
- Provide admin support to the Head of Funding and Engagement as required
- Provide admin support to the ISSCD committees as required
- Advertise research calls, process applications and organise peer review
- Manage the administration in relation to grant awardees
- Assist with filing and record keeping of ISSCD activities and key documents
- Support work on the ISSCD's social media channels
- Arrange travel and accommodation bookings for ISSCD Board members.

### Knowledge, skills and experience

- Graduate or equivalent
- Educated to GCSE standard Grade C / 5 or above in Maths and English
- Confident speller with good command of the English language
- Positive and confident, people person
- Proactive and flexible approach
- Strong team player
- Unflappable, 'can do' attitude
- Good communication skills
- Attention to detail
- Excellent organisation skills
- Self-motivated and able to work without close supervision
- 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 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.