

# Team Administrator and Assistant to Director, External Affairs



## Job Framework

<b>Job Title</b>	Team Administrator and Assistant to Director	<b>Cost Centre</b>	62142
<b>Location</b>	London, UK	<b>No. of Direct Reports</b>	0
<b>Reporting to</b>	Director, External Affairs	<b>Budget (Y/N)</b> <b>Responsibilities</b>	N

### The Function

The External Affairs (EA) Department, including teams based in the UK and the US, leads active engagement with governments, institutions and individuals to proactively shape and inform global dialogue, policies and investment to advance universal access to contraception and safe abortion. The External Affairs Department also shapes and drives MSI's strategy for grant income diversification and builds productive relationships with governments and private philanthropists to help fund the Mission of Marie Stopes International, and build organizational resilience. MSI's organisational priorities and programme experiences guide our income diversification strategy and our efforts to build our reputation, and influence the sexual and reproductive health sector, donor and host government relations and underscore the importance of family planning and safe abortion to the achievement of the Sustainable Development Goals.

### The Role

The Team Administrator and Assistant to the Director will support MSI's External Affairs team by providing high-quality administrative, organisational and operational support to a team of 10 people, with the aim of supporting our ambitious external relations, advocacy, partnership and fundraising objectives in support of MSI's strategic objectives. This role will provide on-going administrative support to the three sub-teams in EA (partnerships, advocacy and resource mobilisation), management and maintenance of online library of tools and resources, serving as the EA lead for the Client Records Management (CRM) system. This role will also be responsible for supporting the administration of MSI's individual giving, working with the individual giving Coordinator, and working with the Director, External Affairs to maintain communications and relationships with key individual givers in the UK. Your support is critical in ensuring the smooth running of this London-based team, the effective management and use of the Director, External Affairs' diary and time, all in coordination with our US-based fundraising team.

### Key Responsibilities

#### Team Administrator and Assistant to Director duties

- Act as the focal point for EA (partnerships, advocacy and fundraising teams) administratively within MSI's London Global Support Office, acting as the point of contact for general queries, referring to the appropriate person within the team as necessary.
- Coordinate logistics of meetings and conferences (room bookings, preparation of agenda and other documentation); assist with logistics at the event, and record minutes.
- Provide administrative support in the preparation of internal and external reports, and other communication materials (including presentations).
- Organise day-to-day financial payments and coding of expenses.
- Organise travel arrangements and itineraries for EA team. To include: flight bookings, visa arrangement and accommodation.
- Maintain travel records.
- Coordinate publication production for the EA team (liaising with designers, communication team, editors and printers).
- Coordinate the administration of induction for new team members.
- Organise EA files and maintain electronic filing systems.

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- Manage EA Director's calendar and collect and communicate team member's weekly movements.
- Liaise with MSI office management and other support functions to ensure smooth running of team.
- Manage incoming calls, inquiries, emails and arrange postal services as required.
- Maintain EA team's global intranet pages.
- Provide general office duties, such as ordering supplies and equipment and photocopying.
- Any other reasonable duties as requested by your line manager.
- Provide support to EA team to ensure high quality engagement with external audiences. Specific tasks may include writing capacity statements, developing donor profiles, developing organigrams, reviewing and proof-reading publications, formatting CVs.
- Contribute to developing better tools, systems, techniques and strategies for identifying, tracking, and pursuing new donor and advocacy opportunities, developing approach documents, and managing institutional knowledge.

## Individual Giving Coordination

- Working with individual giving Coordinator:
  - Log donations correctly, monthly financial coding and reconciliation is completed, gift aid claims are distributed, and donor relationships are managed.
  - Update an electronic post log and donation reporting system.
  - Support monthly reports with updates on donations from individual givers, ensuring thank you letters to all donors.
  - With support from members of the EA team, steward donors to continue giving and/or increase giving.
  - Support the monitor online giving accounts (CAF, JustGiving, Harlands, etc.).
  - Work with the Director of External Affairs to maintain communications and relationships with key individual givers in the UK.

## Experience (essential/desirable)

- Significant experience working in a Team Administrator / Exec Assistant or equivalent role
- Understanding of the requirements and implications of working across diverse departments and globally
- Used to handling highly confidential information
- Demonstrated organisational and co-ordination skills with experience working in a busy environment and juggling fluctuating priorities
- Demonstrated experience of initiating and maintaining support systems in an office environment

## Qualifications and Training (essential/desirable)

- Excellent verbal and written communication skills; fluent in English; French/Spanish/Arabic would be an advantage
- Highly advanced knowledge of the Microsoft Office suite and database programmes
- Excellent administration and secretarial skills
- Able to organise large scale events
- Strong written and editing skills
- Strong communication skills; both written and verbal
- Ability to manage a high level workload and meet tight deadlines

## Personal Attributes

- Proactive; ability to work on one's own and as an integral part of a team; problem solver
- Confident and professional
- Analytical focus; strong detail orientation and numerate

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- Customer orientation; ability to develop and manage relationships with internal and external stakeholders; sensitive to a multicultural environment and the communications needs that accompany this
- Pro choice

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## MSI Behaviours and Values

### Team Member Behaviours

#### Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

#### Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate
- You are courageous in challenging others and taking appropriate managed risks.

#### Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective
- You manage your career development including keeping your knowledge and skills up to date.

#### Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role
- You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

#### Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team
- You articulate a vision of the future which inspires and excites others.

### MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.