

Job Description

Job Title:	Administrator
Responsible To:	Online Activities Manager
Responsible For:	Not Applicable

Main Responsibilities

To provide administrative support to ensure the smooth running of our services for people affected by multiple sclerosis

Key Tasks

Respond to enquiries received by phone and email, assisting people to access our services

Monitor various email inboxes and provide responses or collate and forward emails as appropriate

Update various outlook diaries

Update database records and spreadsheets for the services team

Update the online activities section of our website (training will be provided)

Draft agendas and take minutes and action notes during meetings

Assist with creating and updating project plans in Asana

Manage bookings, users and payments for our eLearning courses

Coordinate our MS Awareness webinars

Dispatch booklets and magazines via Royal Mail and courier

Assist with maintaining and storing sufficient stock in the form of magazines and booklets

Create e-marketing contact lists

Gather feedback on our services

Assist with the creation and updating of our standard operating procedures

Be the database super user for the team and attend internal database meetings to maximise our efficiency and accuracy

Other

It is a requirement of the position to remain flexible within your role and to operate across other roles as business needs require for example, to provide cover when other members of the team are unavailable.

A willingness to be involved in the wider work undertaken by MS-UK is required.

You must comply with our internal policies and procedures eg. Health and Safety Policy.

This is not an exhaustive job description, and these duties may change from time to time to reflect changes in the organisation's circumstances. MS-UK therefore reserves the right to vary the job description in consultation with you.

Key Skills

Demonstrates natural organisational skills with the ability to prioritise responsibilities effectively

Exhibits strong communication skills in face-to-face interactions, over the phone, and in written correspondence

Consistently delivers a high standard of customer service

Maintains a high degree of accuracy with exceptional attention to detail

Confident in utilising and learning new technology and software applications

Proficient in working with databases

Possesses experience or demonstrates a willingness to learn how to update web pages

Thrives in multitasking environments and can handle interruptions effectively

Uses initiative to problem-solve independently before seeking assistance

Capable of reviewing and improving systems and processes

A dependable and approachable team player