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**Job Title:**  **Support Assistant**

**Grade & Salary:** £17,108 per annum (for full time working)

**Location:**  Secretariat, London

**Department:**  Finance, IT & Support Services (FITSS)

**Reporting to:** IT Manager

**Length of contract:**  Temporary, full time

**Relations with Others:** There will be a need to work closely with staff and

Managers of all other departments (international and

UK) and the rest of the FITSS team

**HelpAge International**

The contribution older women and men make to society – as carers, educators and workers – is invaluable. But growing older is not without its problems.

HelpAge International helps older people claim their rights, challenge discrimination and overcome poverty, so that they can lead dignified, secure, active and healthy lives. Our work in over 75 countries is strengthened through our global network of like-minded organisations – the only one of its kind in the world.

With more than 70 affiliates and 300 partners across more than 50 countries the HelpAge International network brings together hundreds of organisations worldwide. HelpAge International has a secretariat with offices in London and Brussels, seven regional centres in Africa, Asia/Pacific, Latin America, the Caribbean and Central Asia, several national programmes and a number of emergencies.

**Overall Purpose of Job:**

To provide efficient administrative support across the FITSS team.

**Job Responsibilities:**

**Administration**

* Greet/receive visitors
* Manage in & out posts, arrange courier delivery
* Take minutes of meetings as and when needed
* Manage phone contacts both mobile and landline
* Train staff to use HelpAge Facilities such as self-travel bookings etc.
* Provide occasional support for external and internal HelpAge events
* Provide occasional administrative support to the Finance Director
* Handle other general administrative matters as needed

**Equipment Management**

* Manage office equipment, including maintaining the right level of supply, ordering stationery and processing the invoices

**Other Administrative Support**

* Assist the IT department with basic IT support calls (training will be given)
* Support Induction buddy with induction schedules and bookings
* Prepare induction packs
* Arrange UK and international recruitment interviews
* Manage payment processing for the FITSS Team

**Person Specification**

**Essential criteria**

* Excellent communication skills, including face to face, telephone and written communication skills
* Highly organised with a strong focus on attention to detail
* At least grade C in Maths and English GCSE
* Advanced IT skills including working with Microsoft Office
* Willingness to learn and develop with scope for progression
* A professional, proactive, friendly and flexible approach