



JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE:	Office Administrator
REPORTS TO:	Head of Human Resources
LOCATION:	Hybrid with two days per week in London
DURATION & HOURS:	21 hours per week, flexible
SALARY:	c£20,000 per annum

PURPOSE OF THE ROLE

The **Office Administrator** plays a key role in supporting the effective running of our London office. This role requires a highly organised, proactive, detail-oriented and experienced administrator to ensure smooth office workflows, efficient organisation of executive travel and meetings, and effective coordination of donor due diligence processes.

KEY TASKS & RESPONSIBILITIES

UK Office Support

- Manage day-to-day office operations to ensure an organised, efficient, and welcoming work environment
- Ensure that the office is a safe and healthy workspace that complies with UK health and safety regulations
- Coordinate with building facilities and fire wardens to ensure effective fire drills and safe fire evacuation of staff
- Act as the first point of contact for UK staff with facilities or premises-related questions
- Manage calls from the general enquiries option on our main telephone number
- Maintain office supplies and equipment; liaise with vendors and service providers as required
- Manage digital and physical filing systems, such as offsite archiving, ensuring documents are easily accessible and destroyed as appropriate
- Work with the Head of Human Resources to oversee the Core Budget.

IT Coordination

- Act as the first point of contact for Farm Africa's IT support providers for user account security questions (for the whole of Farm Africa's IT estate)



- ▼ Support staff and coordinate with IT support to facilitate the escalation of unresolved IT helpdesk issues
- ▼ Manage IT supplies and work with the Heads of HR and Finance when procuring depreciable IT equipment
- ▼ Work with IT support to manage asset tracking
- ▼ Ensure that obsolete IT assets are recycled safely and by reputable organisations.

CEO & Senior Management Team Administrative Support

- ▼ Support the Chief executive in coordinating their complex calendar, including scheduling meetings, appointments, and events across multiple time zones
- ▼ Support the Chief Executive to track actions from meetings
- ▼ Assist the Chief Executive in planning internal events, including logistics and presentations
- ▼ Arrange all aspects of CEO and Senior Management Team travel, including flights, accommodations, transport, and itineraries.

Donor Due Diligence Support

- ▼ Coordinate with internal teams to gather required financial, legal, and organisational information
- ▼ Assist in the collection, organisation, and verification of governance-related due diligence documentation
- ▼ Coordinate with colleagues regarding the preparation of due diligence summaries and stock responses
- ▼ Maintain accurate records of compliance-related materials

Other Duties:

- ▼ Support the Senior Management Team with administrative tasks as required
- ▼ Contribute to creating and refining administrative processes and best practices.

PERSON SPECIFICATION	
Essential	Desirable
Education & Qualifications	
Qualified by experience	One of the following would be desirable but not essential <ul style="list-style-type: none"> • Level 2/3 Diploma in Business or Business and Administration • A Level in Business Studies



	<ul style="list-style-type: none"> • T Level in Business • T Level in Management & Administration
Experience	
Experience of running a small, busy office	
Experience of low volume, small-scale office procurement	
Good working knowledge of MS 36	
Skills & Abilities	
Excellent written English	The ability to manage conflicting responsibilities when they occur, and prioritise effectively
Good verbal communication skills	Confidence in dealing with senior people and tact in handling confidential information
Proactive and well-organised with a strong attention to detail	
The ability to work on own initiative, identifying and implementing improvements	
The commitment to getting tasks done and completing work to a high standard to tight deadlines, resilient in the face of competing demands	
The ability to work in an international context with colleagues from a variety of cultures	
The ability to work discretely and confidentially.	

Our Values

Investing in smallholder farming is the number one way to combat poverty in rural Africa. Farm Africa is a leading NGO specialising in growing agriculture, protecting the environment and developing businesses in rural Africa.

- **EXPERT:** Expertise and insightful evidence-based solutions are at the heart of everything Farm Africa does.
- **GROUNDLED:** Our teams and partners work closely with local communities, engaging them in every level of decision-making.
- **IMPACTFUL:** We deliver long lasting change for farmers, their families, and the environments they live in.
- **BOLD:** We model innovative approaches and are not afraid to challenge strategies that are failing.

About Farm Africa



Farm Africa is a leading charity that works in partnership with smallholder farmers and small businesses in eastern Africa to improve the quality, quantity and value of their produce, so that they can support their families with more resilient livelihoods. We build the positive case for farming in harmony with nature, so that increasing yields goes hand in hand with restoring ecosystems and biodiversity.

www.farmafrica.org

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