

JOB DESCRIPTION:

Office Coordinator and Executive Assistant

Reports to:	Office Coordinator and Executive Assistant
Salary:	£27,000 - £32,000 (depending on experience)
Pension:	3% employer and 5% employee pension contribution
Working Pattern:	Fulltime, 40hrs, Mon-Fri with some weekend / evening work
Contract type:	12 months fixed term
Holiday Entitlement:	25 days/year, plus public holiday
Employer:	The WOW Foundation
Place of Work:	Havas, 3 Pancras Sq, London Mondays & Tuesdays (with optional access throughout the week). All other days working remotely. All reasonable flexible working arrangements will be taken into consideration.

ORGANISATIONAL OVERVIEW

The WOW Foundation was established in May 2018 to run the activities of WOW - Women of the World. WOW is dedicated to building, convening and sustaining a movement of people of all genders who believe a gender equal world is both desirable and possible. We produce festivals, events and programmes, independently and in partnership that are catalysts for change. We celebrate what women, girls and non-binary people have achieved, have frank conversations about the obstacles that still exist and create solutions together. The first WOW Festival took place in 2010, founded by Jude Kelly CBE whilst artistic director of the Southbank Centre. Since then, numerous festivals across six continents and in different regions of the UK have taken place and WOW is now an independent charity, set up to build and extend the WOW global network and activity. We currently have festivals in many parts of South Asia, Australia, USA, Turkey, Brazil, as well as ongoing plans in Rotherham, Manchester, and Scotland. We are also launching our inaugural WOW Girls Festival on International Day of the Girl (11 Oct 2023) which will then tour the UK for 6 months in a specially designed double-decker bus. Alongside WOW Festivals, we run a year-long programme of work both nationally and internationally; online and in person.

ROLE OVERVIEW

The Office Coordinator and Executive Assistant is a key role in The WOW Foundation - a small, creative organisation working through partnerships across the world, towards a gender equal world. Reporting to a team of three executives (CEO, Executive Director and Director of Festivals and Programme) this role will provide key operational and administrative support across all areas of the organisation including:-

- Company administration
- Diary and administrative support for the Executive team
- Office administration and operational support

- Occasional support for the successful delivery of events, projects and programmes.

This role is a pivotal one for the small and dynamic WOW team. The ideal candidate will:-

- Be an accomplished administrator with experience of working within a small team
- Have knowledge of charity governance support (Board Minutes etc)
- Have experience of diary management
- Be able to manage across a diverse portfolio of responsibilities and relationships, and the ability to prioritise.
- Be aligned with The WOW Foundation's inclusive values and belief that a gender equal world is desirable, possible and better for everyone.
- Have an interest in the arts, diversity and intersectional feminism.

The role will be active across all areas of our organisation. We are looking for an exceptional person with a spirit of curiosity, an appetite for new experiences and a hands on, can do, collegiate approach to getting the work done.

AIMS OF THE ROLE

- To ensure the smooth running and efficient management of the WOW office
- To support the administrative and operational needs of the charity, including providing the duties of a Board secretary
- To support the administrative needs of the executive team
- To ensure the highest possible standards are met across all areas of the charity

KEY RESPONSIBILITIES

Charity Administration

- Accurately record and maintain meeting minutes for Quarterly Board & Committee meetings.
- Keep up with directors' contact information to inform them about upcoming meetings.
- Ensure the smooth and effective functioning of the Board and its Committees.
- Provide timely information flows between the Executive and Board, and vice versa.

Office Administration

- Responsible for the day-to-day administration of the office, including managing and ordering supplies, keeping shared spaces organised and tidy, and maintaining electronic filing systems (using Google Drive) and all physical record keeping.
- Managing WOW's storage unit, processing all payments, logging all items and facilitating access for the team
- Booking meeting rooms for the team, including managing weekly team meetings by booking rooms, appointing Chairs and updating the agenda where required, following up any actions as necessary

- Arranging access for WOW visitors to our host building - ensuring visitor passes are set up and ready in good time.
- Managing company post
- Managing WOW's central inboxes, including hello@thewowfoundation.com, schools@thewowfoundation.com and RSVP@thewowfoundation.com, and any others as directed by the Executive.

Executive Assistance

- Provide diary management for WOW's CEO & Founder, Jude Kelly
- Manage WOW's CEO & Founder's email inbox
- Provide diary assistance for WOW's ED and DoF&P
- Organise and book travel, accommodation and visas as required by the Executive team and on occasion other members of the team, to meet the needs of individual projects
- Collate expenses and submit claims on behalf of the Executive team

Finance Administration

- Oversee and update assigned office administration budget in accordance with WOW Financial Management systems, working with the Exec Director to manage and monitor.
- Authorise relevant payments and ensure office systems are delivered within budget.
- Research new suppliers, audit best value suppliers when required - seeking 3 quotes.
- Manage and keep track of all expenses for the petty cash log, sending reports to WOW financial team at the end of each month

HR Administration Support

- Supporting on company recruitment by administering the process through posting job adverts, scheduling interviews and contacting applicants
- Administration of New Starters including arranging email logins, building inductions and passes as well as ensuring the correct documentation is in place
- Admin support on upkeep of WOW's HR intranet, including setting up logins and providing an induction to all New Starters and Freelance contractors.
- Acting as a point of contact for all health and safety record keeping and related tasks

Information and Database Administration

- Update and maintain any digital filing systems such as action trackers, Gantt charts and archives, and proactively input suggestions to improve office systems.
- Updating contact information, mailing lists and data in our CRM system Salesforce
- Running reports from our CRM system Salesforce
- Creating and maintaining necessary spreadsheets and internal systems ensuring they are kept up to date and are intuitive to use across the team
- Adhering to WOW's GDPR policy and procedures.

Other

- Providing other ad hoc administrative support to other departments as and when required, dependent on workload and capacity
- Arranging company socials/lunches/dinners

Marketing Support

As a small, creative team, all team members are invited and expected to contribute to:-

- Ideas for marketing and communications
- When required, contribute to our Social Media platforms (e.g. through on-site photography, or stories live from events/project delivery). In particular, when visiting WOW Festivals and events around the world.

Monitoring, Evaluation & Fundraising

As a small, creative team, all team members are invited and expected to contribute to:-

- Ensuring we collect data for reporting and evaluation purposes during the course of any project. This is to support funders' requirements, as well as WOW's own impact and evaluation needs.
- Be on the lookout for the capture and collection of participant stories, quotes and feedback which WOW can share externally to build profile, understanding and support for our work.
- The shaping of funding applications for future WOW projects, working with colleagues in Development to collate information/ideas relating to projects that you are working/assisting on.
- Look out for and suggest opportunities to invite funders and other key stakeholders to events, sharings and other project 'outcomes'.
- Ensuring funders and key stakeholders for projects are kept informed and connected with the progress of the work for the projects that you are working/assisting on working closely with Development colleagues.

General

- Attend WOW staff team meetings (weekly)
- Attend any relevant training as required
- Comply with WOW's Code of Conduct and other key policies at all times
- Engage and utilise WOW's internal HR intranet - yourhr.space/wow
- Follow safeguarding procedures including reporting and writing incident reports
- Follow health & safety procedures including updating/creating and/or contributing to any project specific risk assessments.
- Represent and advocate for WOW at events where needed, developing relevant networks and finding opportunities for WOW's work to be shared and celebrated.
- Be part of effective communications with internal and external stakeholders, including contributing to reports for the Board of Trustees and other Committees and stakeholders.

- Undertake any other duties which may be reasonably required within the scope of the work and fee.

PERSON SPECIFICATION

ESSENTIAL

- High-level research and administrative skills
- A curious mind
- Exceptional organisational skills with an ability to prioritise competing deadlines
- Excellent written and verbal communication skills
- Financially literate, with knowledge of basic budgeting tasks
- Confident at developing and maintaining a wide variety of project documentation
- High level of attention to detail
- Ability to work proactively with limited supervision
- Excellent people skills - including the ability to work with a broad range of both internal staff and external stakeholders (including at a senior level)
- Creative, innovative and solutions focused
- Excellent ICT skills including Word, Excel, PowerPoint, Google Drive
- Experience of writing and circulating meeting minutes
- Experience of diary management
- Positive attitude and a 'can do' approach
- Committed to achieving high standards with the resources available
- Flexible approach to working, including the ability to sometimes work unsocial hours
- Interest in creativity and the arts, the work of WOW and a passion for change and intersectional gender equality

DESIRABLE

- Experience using Salesforce, MailChimp (or other similar CRM systems)
- Practical experience of coordinating the delivery of events
- Track record of working with artists or speakers
- Experience of working in the arts and/or charity sector
- Knowledge of GDPR

This job description is a guide to the nature of the work required, not an exhaustive list of duties. The CEO and Founder, Executive Director or Director of Festivals and Programmes may, at any time, allocate other tasks which are of a similar nature and level.