

<b>Position Title</b>	Administration Manager
<b>Business Unit</b>	Advocacy
<b>Manager</b>	General Manager Advocacy and Communications
<b>Direct Reports</b>	N/A
<b>Location</b>	London, UK
<b>Role type</b>	1.0 FTE
<b>Significant Relationships</b>	Liaise and engage with Business Services to ensure timely and efficient delivery of HR, finance and governance requirements in Europe.

## Position purpose

The Administration Manager will manage the day to day operations of the Brussels and London offices and support the Advocacy team, including finance, events, travel, diary management, general administrative support and compliance and governance responsibilities as required.

## Key responsibilities

### Administration

- Provide personal assistance to the General Manager Advocacy as required, including calendar management, credit card reconciliation, travel arrangements, timesheet submissions, mail, and coordination of reporting tasks
- Provide administration assistance, including but not limited to formatting and editing documents, coordination of meetings, booking meetings, conferences, and seminars, etc.
- Build and manage relationships, along with contractual requirements, with the landlord of the office premises and other contract service providers
- In conjunction with the Global IT Manager, manage coordination and supply/source of IT equipment, IT inventory and deployment/configuration of computers in the region

### Events

- Provide support for Brussels and London office project activities, including support in organizing and managing events, venue bookings, invitations, and compilation and distribution of materials
- Assist with global marketing campaigns and events as requested
- Assist with the facilitation and coordination of webinars, including inviting panellists

### Finance and Travel

- Manage Institute accounts, signatories and credit cards with UK and Brussels financial institutions
- Provide financial administrative support to the Brussels and London offices, including management of invoicing processes, payment runs, MYOB general ledger coding and processing, contract management, supplier management, UK VAT returns, bank and credit card reconciliations
- Assist staff to acquit credit card statements (including valid supporting documentation, budget codes and approvals), bank reconciliations, data entry of invoices and credit card statements, and maintaining financial records
- Manage travel requirements and support for the Brussels and London offices and visiting Institute staff, including visas, maintaining a database of preferred suppliers for accommodation and travel, processing invoices, monitoring costs, reconciling all flight bookings to approvals and travel

expenses incurred, ensuring processes and procedures are followed for travel approvals, and any other travel related support when required

- Coordinating with third party providers and the Global HR Manager, manage the timely completion of the Brussels and London monthly payroll
- Support Finance team in relation to regional finance activities and compliance as required

### Human Resources

- Coordinate and assist in the administration of relevant employee benefits including group health insurance, group pension and vouchers, as well as other benefits as required
- Maintain and coordinate relevant files and office documentation, including Belgian work regulations, to ensure compliance with local legislation
- Manage the UK sponsorship licence as required, including compliance and issuing certificates of sponsorship
- Assist HR and IT with on boarding of new starters and off boarding of employees, including but not limited to laptop setup, asset coordination and induction schedules
- Research, follow up and coordination of HR matters as required
- Other duties as required

### Skills and experience

#### Essential

- Demonstrated experience in an administration based role including meeting and events planning, accounts payable/ receivable functions, and account/payroll reconciliations
- Demonstrated experience with MS Office (Word, PowerPoint, Excel, Outlook) and CRM tools
- Proficiency in written and spoken English

#### Desirable

- Relevant qualification
- Experience using MYOB Advanced or other Finance Management System
- Experience in running webinars using tools such as Zoom
- Basic knowledge of computer systems (e.g. installing operating system following instructions)
- Proficiency in written and spoken Dutch or French

## Values

Our Values define our culture and guide us internally in our day-to-day work. Each Value is supported by examples of positive and negative behaviours. These are examples only and not an exhaustive list of supporting behaviours.

<p><b>Quality</b> - We strive for excellence in all that we do. For our Members and clients, we are a trusted, knowledgeable and responsive partner known for exceptional advice and service delivery.</p>	
<p>Positive behaviour examples</p> <ul style="list-style-type: none"> <li>Achieves high standards</li> <li>Improves the way things are done</li> <li>Work is accurate and timely</li> <li>'Gets under the skin' of issues and seeks ways to add value</li> <li>Uses systems effectively e.g. CRM</li> <li>Allocates resources appropriately towards achievement of the Institute's objectives</li> <li>Shows awareness of task interdependencies and monitors tasks to ensure optimal results</li> </ul>	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> <li>Misses deadlines</li> <li>Produces limited or poor quality work output</li> <li>Work includes inaccuracies or errors</li> <li>Unresponsive to requests or responses not timely</li> <li>Provides only what is asked for, without considering requests within broader context</li> <li>Uninterested in needs of others or improving service performance</li> <li>Focuses on tasks in isolation, at the expense of other work</li> </ul>
<p><b>Collaboration</b> - We work cooperatively with colleagues, clients and Members. Our teamwork goes beyond organisational and geographic boundaries to achieve exceptional results.</p>	
<p>Positive behaviour examples</p> <ul style="list-style-type: none"> <li>Proactively and genuinely collaborates with others as a normal way of working</li> <li>Actively engages with others on their input</li> <li>Considers a range of perspectives before reaching a conclusion</li> <li>Approachable and shares information willingly</li> <li>Actively participates in discussions and is appropriately assertive and sensitive in expressing own opinion</li> <li>Communicates effectively via appropriate channels</li> <li>Communicates appropriately for the audience and situation</li> </ul>	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> <li>Works in isolation, in silos or competitively</li> <li>Unwilling to collaborate or share information</li> <li>Limited or no communication to manage expectations</li> <li>Solicits input late, after a decision has been made or not at all</li> <li>Feels threatened by those with greater or different knowledge or experience</li> <li>Undervalues expertise of others</li> <li>Communication is not tailored to the audience</li> <li>Unable to convey complex information simply</li> <li>Communication is ineffective or culturally inappropriate</li> </ul>
<p><b>Integrity</b> - We hold ourselves and each other to the highest standards in all we do and say. Our actions and communications are Member and client-responsive, socially, environmentally and economically responsible, ethical and respectful of diversity.</p>	
<p>Positive behaviour examples</p> <ul style="list-style-type: none"> <li>Complies with Institute policies and procedures</li> <li>Is honest and ethical</li> <li>Respects backgrounds and expertise of others</li> <li>Treats people fairly, equitably and respectfully</li> <li>Leads by example – 'walks the talk'</li> <li>Conveys difficult messages effectively and appropriately</li> </ul>	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> <li>Takes risks without understanding or considering the impact</li> <li>Blames or makes others responsible for a problem they should deal with themselves</li> <li>Operates in a political and self-serving manner</li> <li>Sees cost management as someone else's responsibility</li> <li>Avoids tough conversations</li> <li>Tackles sensitive issues in a public forum where others can overhear</li> <li>Spreads gossip and speaks unkindly about others</li> </ul>