

Job Description- Administration & Secretarial Support

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The World Federation

Vision Statement: The World Federation exists to achieve the pleasure of Allah SWT by developing spiritual and vibrant communities serving humanity.

Mission Statement: The World Federation enables its member institutions to promote the values and practices of the Islamic Shia Ithna Asheri Faith for the spiritual and material well being of humanity at large.

Core values of The World Federation

- Serve with simplicity, sincerity, tenacity and patience
- Strive for excellence in all fields especially in education
- Enable and facilitate all community endeavours
- Engage grassroots
- Prevent duplication and support local efforts and innovations
- Respect others at all times

Position: Administration and Secretarial support

Location: Stanmore Office

Salary: Negotiable

Accountable to: Operations Manager

Job Purpose: To assist the WF Secretariat Office to deliver the responsibility of The World Federation Secretariat and Office Administration support.

Hours: 9am-5pm Monday-Friday (35 hours). In addition, the post holder will be expected to adopt a flexible working policy to work alongside Office Bearers if need be.

PERSON SPECIFICATIONS

QUALIFICATIONS:

A higher education diploma is preferable.

Essential Experience:

- 1 Working in small teams in task oriented projects.
- 2 Excellent communication skills
- 2 Experience in office management.
- 3 Ability to work effectively with minimal supervision.
- 4 Proficient in Microsoft Office suite package
- 5 Pleasant, confident telephone manner
- 6 Reliability and honesty

Desirable Experience:

- 1 Working within an office environment.
- 2 Working in public sector.
- 3 Good oral and communications skills.
- 4 Aptitude for working with computers

GENERAL SKILLS AND ABILITIES:

Organization:

Well organized, able to plan ahead and the ability to highlight problems in advance.

Interpersonal:

Good interpersonal skills.

Able to communicate effectively.

Teamwork:

Able to see a "bigger picture" and to realize the implications of ones' actions.

Able to adopt a proactive approach and attitude to one's duties; sees tasks through to completion.

Ability to multi task and manage workload effectively.

Liaise and work with a variety of individuals.

JOB SPECIFICATION:

Roles and Responsibilities:

1. Perform clerical functions on behalf of the Office Bearers and the Accountable Officers. Prepare and dispatch correspondence in letter and email form.
2. Answer telephone queries in an efficient and effective manner.
3. Book conference calls for Office Bearers and Department Heads.

4. General Secretarial Support to Office Bearers and Department Heads.
5. Manage incoming and outgoing post including special deliveries and bulk posting of periodicals.
6. Provide clerical support, filing documents, records and computer files accurately and efficiently.
7. Undertake scanning of documents and archiving.
8. Provide administrative and secretarial support in preparing labels, report presentations for the Executive Council Meetings and Conferences.
9. Manage, maintain, track and liaise with participants on training events.
10. Dispatch processed cheques to suppliers and recipients.
11. Identify stationery needs of the secretariat office, track and order as necessary.

12. Manage and maintain office machines.
13. Execute and other duties of a similar or compatible nature as directed.
14. Update the Requisition Voucher folder on regular basis
15. Update address book folder and GAD
16. Approving obituaries and condolence messages on website
17. Update News of death on website
18. Attending to general enquiries addressed to Secretariat.
19. Provide support cover for Uploading Articles on website and sending Newswire

These represent a definition of the main function and requirement for this position but are not an exhaustive list of duties. The post holder will be required, in addition, to perform any other duties that might reasonably be considered a responsibility of the post and, on a temporary or emergency basis, and assist with duties which are normally the responsibility of others when required.

The Job Description above will be subject to periodic review and revision in consultation with post holder.

The employer reserves the right to amend the foregoing job description from time to time in accordance with needs of the Organization