**JOB TITLE:** Admin Assistant  
**DIVISION/DEPARTMENT:** PCCD

1. **OVERALL PURPOSE OF JOB**

Provide administrative support for the 100th anniversary World Congress event, including:
- Manage event enquiries
- Maintain tracking systems and lists
- Event coordination
- Project team support
- Manage the heldesk

2. **STAFF RELATIONSHIPS**

**REPORTING TO (LINE MANAGER):**
Partner Relations Manager

**REPORTING TO JOB HOLDER (LINE MANAGED STAFF):**
None

**PRINCIPAL STAFF RELATIONSHIPS/RESPONSIBILITIES WITHIN SECRETARIAT**
Members of the Congress Project Team
Members of the Operations and Admin support team

**PRINCIPAL STAFF RELATIONSHIPS/RESPONSIBILITIES WITHIN BIRDLIFE NETWORK**
Members of the BirdLife Network.
Partners And visitors planning to attend the event.

3. **KEY WORKING RELATIONSHIPS**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Level (1-3)</th>
<th>Contact</th>
<th>Level (1-3)</th>
<th>Contact</th>
<th>Level (1-3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BirdLife Network Organisation Staff</td>
<td>2</td>
<td>General Public</td>
<td>1</td>
<td>Institutional policy makers/Politicians/Corporations</td>
<td>1</td>
</tr>
<tr>
<td>BirdLife Advisory Groups, Committees, Reg. Councils</td>
<td>1</td>
<td>Press &amp; Media</td>
<td>1</td>
<td>Institutional Funders</td>
<td>1</td>
</tr>
<tr>
<td>BirdLife Global Council</td>
<td>1</td>
<td>Regulators/Legislators/ Auditors</td>
<td>1</td>
<td>Individual donors/members</td>
<td>2</td>
</tr>
<tr>
<td>Suppliers/Service Providers</td>
<td>2</td>
<td>Scientific Community</td>
<td>1</td>
<td>Royalty/VIPs/High worth Individuals</td>
<td>1</td>
</tr>
</tbody>
</table>

**Level of Contact**
1. = General Informing. "Appearance, first impressions". May have some independent outside exposure and contact, primarily informative.
3. = Justifying/Negotiating - "Influencing decision makers". Frequent exposure as lead contact, representing Birdlife to highly influential people. Responsible for complex and sensitive/high risk communications.
4. MAIN DUTIES/WORK PROGRAMME RESPONSIBILITIES

By main work area:

**Manage event enquiries**
- Sort, prioritise and respond to the emails in a busy inbox
- Act as first point of contact for Partners and attendees
- Answer Partner enquiries in relation to expenses, flights, travel, accommodation and visas
- Process low level invoice queries and liaise with finance colleagues
- Provide visa application assistance as required

**Maintain tracking systems and lists**
- Maintain attendee list confirming registrations / assistance with registrations / fees
- Develop excel tracking sheets as required

**Event coordination**
- Liaising with vendors (catering, accommodation, venues, travel)
- Organisation of the volunteers supporting the project
- Provide support in itinerary / programme administration
- Oversee the signing of contracts as directed
- Health & Safety - filling out risk assessments and forms, keeping track of the process.
- Monitor pending issues / upcoming deadlines and send reminders if necessary

**Project team support**
- Liaising with World Congress team & BirdLife staff
- Arranging and supporting meetings with World Congress & BirdLife staff

**Manage the Help Desk whilst the event is in progress**

5. LIMITS OF AUTHORITY/RESPONSIBILITY FOR RESOURCES

<table>
<thead>
<tr>
<th>RESPONSIBILITY AREA</th>
<th>LEVEL OF AUTHORITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial/Budgetary</td>
<td>N/a</td>
</tr>
<tr>
<td>Contracts – Funders</td>
<td>N/a</td>
</tr>
<tr>
<td>Contracts – Staff/Consultants</td>
<td>N/a</td>
</tr>
<tr>
<td>Contracts – Service providers</td>
<td>N/a</td>
</tr>
<tr>
<td>Legal Responsibility</td>
<td>N/a</td>
</tr>
<tr>
<td>Other</td>
<td>Discretion with confidential correspondence and sensitive matters relating to attendees</td>
</tr>
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</table>

6. EDUCATION/SKILLS AND OTHER SPECIAL REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>KNOWLEDGE/SKILLS/ATTRIBUTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Specific Knowledge and Experience</td>
<td>Proven track record within a busy administrative, PA or secretarial role. Confident in picking up information quickly and problem solving. Experience of supporting events and/or large meetings an advantage.</td>
</tr>
<tr>
<td>Management &amp; organisational skills</td>
<td>Proactive and pre-emptive approach. Highly organised with ability to keep track of a wide variety of tasks. Ability to work under pressure, with minimum supervision on a day to day basis.</td>
</tr>
</tbody>
</table>
**Communications skills**  
Excellent communication skills, ability to communicate clearly and concisely, both verbal and written  
Tact and diplomacy, and the ability to build positive relationships  
People-oriented and able to interact with a wide diversity of people  
Flexibility when working with other colleagues

**Computer Literacy**  
Expertise in all office technology, including outlook, excel, and supporting remote meetings (e.g. Zoom, Teams etc)

**Languages**  
Excellent use of English, written and verbal  
Other languages are an advantage  
Ability to communicate with those whose first language is not English is essential

**Travel requirements**  
None. Will be required to attend the Cambridge office at least once per week initially, with full attendance during the anniversary event in September.

**OTHER DESIRED/HELPFUL KNOWLEDGE/SKILLS/ATTRIBUTES**  
A willingness to work flexibly in the run up to and during the anniversary event is an advantage

<table>
<thead>
<tr>
<th>Prepared by:</th>
<th>Date:</th>
</tr>
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<tbody>
<tr>
<td>Laura Formoy/Sarah Brady</td>
<td>July 2022</td>
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</tbody>
</table>