

Job Description

1. JOB DETAILS

Role:	Business Administrator
Location:	Hybrid, with office based in Sheffield
Hours & Salary:	Full time (37.5hrs per week), £25,147- £27,596
Contract:	Permanent, subject to a four-week probationary period
Responsible to:	UK NEQAS President/Director
Reports to:	Business and Finance Manager

2. ABOUT US

United Kingdom National External Quality Assessment Service (UK NEQAS) is a charity with over fifty-years' experience in providing world-leading external quality assessment services to hospital laboratories that help ensure optimal quality in testing for the benefit of patients, both locally and overseas.

UK NEQAS Mission Statement

Improving global diagnostic testing for the benefit of patients through quality assessment and education.

UK NEQAS Central Office provides support to its members and acts as the first point of contact for participants and distributors. We offer a single voice to Government and professional bodies. Central Office markets and promotes the UK NEQAS brand via exhibitions, webinars, educational meetings and through the production of promotional materials.

3. JOB PURPOSE

- 3.1. To provide secretarial and administrative support for the UK NEQAS central office
- 3.2. To support the UK NEQAS operation and strategic development
- 3.3. Deputising for other staff during periods of absence to ensure the continued, uninterrupted operations of central office
- 3.4. Minute taking at Board and Working Group Meetings via video conferencing and occasionally F2F meetings off-site involving long distance travel
- 3.5. Providing pa (personal assistant) support to the business and finance manager/company secretary and president
- 3.6. Provide administrative support for educational webinars
- 3.7. Assisting in the development and management of the quality management system

4. MAIN DUTIES AND RESPONSIBILITIES

General

- 4.1. To perform secretarial and administrative duties for the UK NEQAS central office
- 4.2. To maintain the board and working groups meeting schedules by planning and organising meetings, conferences and teleconferences
- 4.3. To prepare agendas, minutes and papers for meetings (UK NEQAS working groups and Annual Conference)
- 4.4. To take minutes at UK NEQAS meetings (including UK NEQAS board of trustees, UK NEQAS working groups and annual conference) and any other meetings requested by the board some of which may be off site and may require long distance travel in the UK and overnight stays

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- 4.5. To Assist in monitoring and ensuring completion of follow up actions from minutes by reminding responsible staff
- 4.6. Answer enquiries from participants, UK NEQAS scheme staff and other outside agencies; via telephone, letter, e-mail.
- 4.7. PA to the UK NEQAS president and business and finance manager
- 4.8. To order and ensure adequate levels supplies and equipment for the uninterrupted operation of UK NEQAS central office
- 4.9. Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunction; calling for repairs; maintaining equipment inventories
- 4.10. Ensures continued day to day service of the central office
- 4.11. Participates in continuous service improvement and innovation.
- 4.12. Any other duties commensurate with the role as requested by the executive manager and President or required by the needs of the service

Finance

- 4.13. Maintain purchase order system
- 4.14. Generate invoices and ensure payment
- 4.15. To check and enter supplier invoices on SAGE ONE
- 4.16. Raise invoices to member schemes on behalf of PQA/UKNEQAS
- 4.17. Raise invoices for Pathology Quality Assessment (PQA) activities
- 4.18. Produce PQA statements
- 4.19. To debt chase PQA and UK NEQAS outstanding debts

Marketing and Promotion

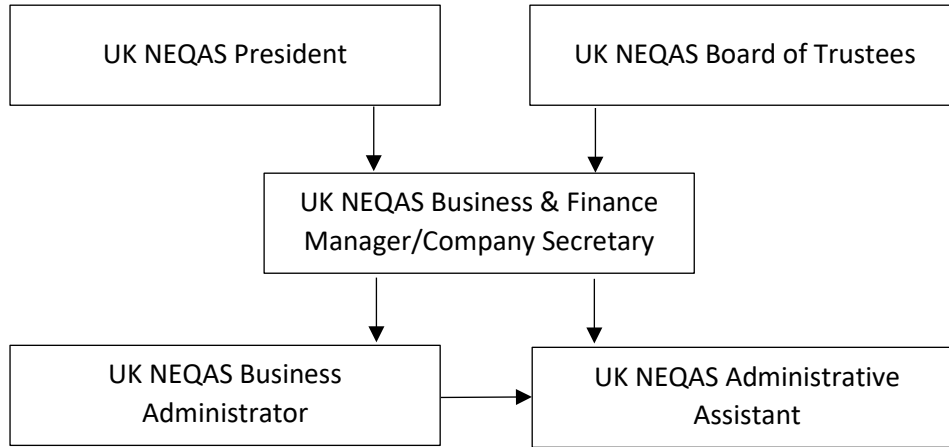
- 4.20. Assists in the production and distribution of newsletters
- 4.21. Assist in the production and distribution of publicity material and presentations
- 4.22. Provides support for education webinars
- 4.23. Attends the UK NEQAS trade stand at scientific conferences and exhibitions. This involves long distance travel to (UK) and Non - UK venues transporting display stand literature and promotional items and several over- night stays
- 4.24. Assists in planning and preparation of exhibition stands

Quality Management System

- 4.25. Assist in the development, operation, management and maintenance of the quality management system.
- 4.26. Performs audits for quality management system as directed
- 4.27. To produce and review standard operating procedures (SOPS) as directed
- 4.28. Maintains ISO standard document control

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5. DEPARTMENTAL/DIRECTORATE ORGANISATIONAL CHART



We are committed to our responsibilities under the Equality Act 2010 and encourage equal opportunities, diversity and flexibility within our workforce.

Person Specification

ROLE: Business Administrator

	Essential <i>Requirements necessary for safe and effective performance in the job.</i>	Desirable <i>Where available, elements that contribute to improved/immediate performance in the job.</i>
Qualifications	Have at least 5 GCSEs at grade C or equivalent, including English and Mathematics.	NVQ Level 3 in Customer Service/Business Administration.
Experience	Experience of providing administrative support.	A minimum of three years previous office experience.
	Maintenance of electronic filing systems.	Be familiar with Customer Relationship Management (CRM) software.
	Managing correspondence and dealing with external enquiries.	Experience of working within the charity sector.
	Scheduling meetings, providing full support to meeting organiser both pre and post meeting.	
	Have minute taking experience.	
	Be familiar with accounting software.	
Personal attributes	Be flexible and positive; having a 'can do' attitude.	
	Be able to prioritise and manage a diverse workload.	
	Be prepared to work as part of a team and have strong team working skills.	
	Good professional attitude & competence to work diligently.	
	Self-motivating, focused, persistent and task driven.	
Skills / abilities	Competent in the Microsoft Office Suite, including Outlook, Word, Excel, PowerPoint, and Publisher.	
	Strong communication skills, both written and oral.	
	Excellent planning and organisational skills.	
	The ability to manage workload and prioritise task requests.	