

JOB DESCRIPTION

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| **Job Title** | **Global Support Officer** |
| **Reports to** | **Executive Director** |
| **Job location** | **London, UK** |
| **Grade** | **4** |
| **Contract Duration** | **Permanent**  |

**Job Purpose**

The purpose of this job is to support the smooth running of International Alert’s governance; to help us make the best use of leadership time and resources; to ensure staff in Alert’s London office have a good office environment that supports teamworking and wellbeing; and to support work that ensures our peacebuilding teams collaborate and deliver well.

Specifically, this role:

* Supports the Executive Director, the Board of Trustees, and the Executive Team in fulfilling their roles in governance, leadership and management of International Alert, helping to ensure we prepare for, take and follow up good decisions at all senior levels of the organization and in ways which include staff voice meaningfully;
* Provides high-quality administrative, coordination and special project support to senior staff;
* Works with the Director of Global Delivery to coordinate processes between programme, finance and operations staff to enable effective and efficient support to Alert’s peacebuilding teams;
* Manages Alert’s London office facility, to provide an effective and value-for-money working space that is appreciated by staff.

**Duties and Responsibilities**

**Governance support**

* Organise and administer key governance and management meetings, especially the Board of Trustees and sub-committees, Executive Team and Global Leadership Team. This includes preparation of agendas, coordination of papers and structured follow-up to decisions taken, minute taking, travel arrangements for Trustees and other logistics.
* Act as the main operational liaison point for Trustees, maintain records of their terms in office and renewal dates, maintain record of key decisions and resolutions by the Board, and support other compliance requirements.

**Global Delivery support**

* Work closely with the Director of Global Delivery to coordinate processes to strengthen efficient and effective support to our peacebuilding work, including policy reviews, partnership working and project management cycle developments.
* Support improved operational practice including procurements of preferred and approved suppliers, obtaining legal or other professional advice, and coordinating cost-efficiency projects under the guidance of the Director of Global Delivery.

**Support to senior staff team**

* Manage calendar and travel planning, expenses and timesheets for the Executive Director, Director of Global Delivery and other senior staff as appropriate.
* Take responsibility for financial management of the Executive Director’s office, including ensuring accurate allocation of costs, budget-holder authority and monitoring expenditure against approved budgets.
* Lead on specific projects for the senior management team as required.

**Strategy implementation**

* Assist in the planning process for Alert’s teams, including arranging meetings and the coordination of the overall process
* Lead the organisation of annual global leadership and management gatherings
* Support the strategic or other planning and implementation processes, arranging meetings and coordinating documentation, to ensure our new Strategy is delivered across International Alert

**Organisational support**

* Coordinate and collate quarterly reporting
* Compile and maintain an organisational calendar of key dates and events.
* Work with relevant teams to enhance knowledge management systems.
* Support and coordinate staff representative bodies, including the Gender, Diversity, Equity and Inclusion steering committee and Global Staff Forum, and ensure smooth communication of ideas between different teams.
* Participate in organisation-wide events and discussions.
* Under the guidance of the Executive Director and/or Global Directors, lead on specified special projects (e.g. policy research, joining/leading working groups, workshop organisation, automation of processes, data cleansing) from inception to completion.
* Undertake other tasks in line with the role as requested by the Executive Director.

**Office management**

* Ensure all London staff and volunteers are aware of office policies and procedures and induct new staff on these
* Manage the day-to-day running of the London office premises including liaising with service providers, utilities and contractors and ensuring regular bills are paid on time and maintenance carried out as necessary
* Ensure the office is furnished and supplied appropriately, including procuring, stationery, office and related supplies
* Support Director-level responsibility for London office health and safety by arranging trainings for H&S officers and sharing H&S information with staff.

**Travel requirements**

The post is London based, with a requirement to be physically in Alert’s London office at least two days per week. You may be asked to travel if team or Board meetings are

held overseas or special projects dictate, but this is not essential and the role could be done without international travel being required. All domestic and international travel will be subject to risk considerations.

**PERSON SPECIFICATION**

**ESSENTIAL REQUIREMENTS**

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| Experience providing administrative support to a team or individuals, and coordinating with people across an organization, building good relationships to navigate issues and bring people together. |
| Experience coordinating projects or cross-organisational processes, including developing plans, coordinating input, ensuring timely delivery and clear documentation.  |
| Experience arranging meetings and other professional gatherings, including the management of multiple calendars. |
| Interest in peacebuilding and conflict transformation. |
| Experience taking fast and accurate minutes. |
| Excellent written communication skills, including the ability to draft high-level documents, including correspondence and accurately transcribe. |
| Some financial literacy including experience using Excel and familiarity with basic budget management. |
| Excellent verbal communication skills in English, including cultural sensitivity and experience working with people with a different first language. |
| Excellent interpersonal skills, including team working, liaison and ability to be persuasive when progress-chasing other staff, managers and trustees. |
| Excellent computer literacy, including the use of the MS Office suite. |
| Excellent proven organisational ability, proactivity, time management and work planning. |
| Excellent attention to detail and reliability, keeping work on track and colleagues updated on progress in a timely way |
| Ability to meet deadlines under pressure and calmly to manage several competing priorities. |
| Discretion in dealing with confidential or sensitive information. |
| Commitment to the mission and values of International Alert. |
| Ability and willingness to occasionally work outside normal office hours. |
| Existing permanent right to work in the UK. |

DESIRABLE REQUIREMENTS

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| Experience working as a personal or executive assistant to a senior executive or team. |
| Experience of working in or liaising with other international organisations. |
| Written and spoken French language skills |
| Experience working in a peacebuilding, development or humanitarian INGO. |