



Job description

Job title:	Team Administrator/Executive Assistant
Salary:	c. £15 per hour
Type:	Temporary (ideally until the end of January 2019, with possibility for extension)
Hours per week:	35 (with potential for some flexibility)
Location:	London (Tooting)
Start date:	As soon as available
Accountable to:	Head of Operations

Introduction

An ageing population. The housing crisis. Our health and social care systems under intense pressure.

We work hard to solve all of these issues – at the same time.

Our vision is that all older people have the option to live in high quality retirement communities in their later years. Retirement communities maintain independence, foster friendships and ease loneliness – they create positive outcomes for older people and their families. They also provide a benefit to our public services, free up housing for all generations, and make a huge contribution to our health and social care economy. And residents love them, as evidenced by satisfaction surveys. If that's not something worth getting involved in, what is?!

The retirement community sector

Retirement communities are about more than bricks and mortar – and are also about more than care. It's about buying or renting high quality housing, with a safety net of services to go along with it. Still not sure what it is? You are not alone – communicating a clear vision of what our sector provides is one of the key challenges ARCO is currently embarking upon.

The sector is still in its infancy in the UK – only 0.5% of over 65s live in a retirement community. If we were to reach only half the levels seen in other countries with more mature markets, we will need to build around 132,000 more homes by 2030 to allow 250,000 people to live in retirement communities, which is our vision. Doing so will require spending £60 billion along the way, so the opportunities are huge, and we need your input to make it happen.

ARCO

We are a small team but we get things done, because everyone mucks in. If you have a passion for hierarchy, legacy systems and an unwavering belief in never questioning the status quo – this role is not for you.

ARCO is just six years old, but we're actually pretty grown up – with seven members of staff (including you), a network of 30+ operating members and 70+ affiliates, we provide sector-leading insight, events, and influence (our members describe us as “punching well above their weight”).

Our members are a combination of private companies, charities, and housing associations – what unites us is a joint commitment to older people's wellbeing; providing choice, enabling independence, and delivering high-quality housing and services. In the UK, sector regulation and legislation for retirement communities is still in its infancy. We believe that over time, regulation and legislation for our sector will (and needs to) develop. Therefore, ARCO has put in place its own [Consumer Code](#), designed to drive up standards and consumer confidence. This represents an excellent starting point for future retirement community regulation in the UK.

Of course, this also means that we need to engage with a wide network of stakeholders, including central government, local government, advocacy organisations, regulators and the media, while working with our current members and affiliates and recruiting new ones – we keep busy!

For more information on some of what we've done recently, please see our [Annual Review 2017](#).

The role

We believe we are making a difference today. But the real impact of our work will be measured by whether the retirement community sector will have reached its potential in 10, 20 and even 50 years' time – currently, we are busy laying the foundations to redefine the future of housing, care, and support for our ageing population. So busy in fact that we need your help!

So we want your experience, your intelligence, and your enthusiasm for the work we do. You will bring your skills to the table to help our team deliver ARCO's core functions. You will mainly be engaged in organising and coordinating events, liaising with members and affiliates, and supporting the senior leadership team by coordinating dates and appointments.

Our Team Administrator will be highly organised, a problem-solver, a self-starter and definitely a finisher, keeping yourself and ARCO's operations on track. You will work closely in a small team in a friendly office in Tooting, with travel to meetings required on an occasional basis.

Purpose of the role

The overall objective of recruiting a Team Administrator will be to support the senior leadership team in carrying out their duties. ARCO's main offices are based in Tooting, which acts as a hub for ARCO staff who are frequently out of the office at events and meetings in central London or at locations across the UK.

Key tasks of the role

1. Event organisation and support
 - a. Scoping and booking venues for ARCO events
 - b. Liaising with venues over logistical, delegate, speaker, and sponsor requirements
 - c. Liaising with delegates prior to the event (joining instructions etc)
 - d. Being part of the team delivering the successful event on the day
2. Executive Assistant support
 - a. Providing executive support to the senior leadership team at ARCO
 - b. Coordinating diary requests and meetings
 - c. Preparing short briefings on upcoming meetings
 - d. Planning and booking travel
 - e. Organising electronic and printed papers and documents
3. Team support and administration
 - a. Answering phones and email requests from members, stakeholders and the general public
 - b. Mailing out collateral to members and the public
4. Financial administration
 - a. Assist with collation of expenses and invoices
5. Other tasks and requirements
 - a. Supporting any other key ARCO projects or priorities as may arise, along with the rest of the Executive Team
 - b. Contributing to the production of content for web, intranet, member bulletins, email, and print, typically about ARCO operations and events
 - c. Being willing to travel during the course of your duties with possible overnight stays away from home
 - d. Undertaking any other duties commensurate with the purpose and remit of the post

Person specification

Education	Essential / Desirable
Educated to undergraduate degree level	Desirable
Willingness to undertake training and continuing professional development	Essential
Experience	
At least one year's experience working in a team support/ administrative support capacity (or equivalent)	Essential
Experience organising events	Desirable
Experience in diary management and coordination	Desirable
Abilities and competencies	

Ability to form and maintain productive working relationships with a wide variety of people within different organisations	Essential
Ability to work to a fast pace and manage multiple workloads	Essential
Strong attention to detail	Essential
Excellent organisational skills	Essential
Excellent verbal and written communication skills	Essential
Analytical skills including numerical competence	Essential
Proficiency with Microsoft Office suite	Essential
Affinity for software packages and new technology	Desirable
Financial and/or HR training	Desirable
Aptitude and experience using CRMs	Desirable
Other requirements	
Willingness to work flexibly, including to tight timescales and with minimal supervision	Essential
Being comfortable working in a small team, supporting others across a variety of functions	Essential
Being committed to the principles of equal opportunities and diversity	Essential

This information will be used as part of the shortlisting process.

How to apply

Please apply with the following:

- A concise covering letter detailing why you are interested in this position
- A short CV (maximum of 2 pages), which should clearly outline any relevant experience to date.

Please note that there is **no formal closing date for your application**. Please send your application to info@arcouk.org. We will invite suitable candidates for a meeting and initial discussion.

Our preference is for the successful candidate to start as soon as possible.

Please note we will not be able to give feedback to every applicant, but we will endeavour to provide feedback to every candidate we invite to interview.