

Role Profile

Overview	
Role	Administrator
Main Purpose	The job holder is required to oversee and implement the general administration of the Norway office, including donor relations.
Department	Operations
Location	Stavanger, Norway
Reporting To	Norway Director
Main Duties	
<ul style="list-style-type: none"> ● Answer incoming calls & ensure voicemails are handled appropriately and promptly ● Process all incoming email enquiries addressed to info@ (designated owner) ● Process incoming and outgoing mail according to agreed standards ● Resource the Norway office with stationery, furniture, equipment, business cards etc., obtaining purchase approvals and ensuring supplies are sourced in a timely fashion from competitive sources ● Welcome visitors to the office and oversee hospitality, in conjunction with Norway Director ● Oversee the Norway office general maintenance, including monitoring security, fixing breakages, health and safety matters ● Assist with on-boarding new staff – train in using Office 365, izettle, email marketing systems, ensure equipment is ordered in a timely manner ● Assist with fulfilling merchandise orders as well as keeping inventory, including No More Slaves, books, printed flyers, brochures, purchase order requests, Event P&L & planner. ● Assist in the preparation of meetings, sending out agendas and relevant documents ● Organise and arrange events and speaking engagements for the Norway director, liaising with event organisers and ensuring booking process is professional and efficient ● Assist with booking travel and accommodation arrangements for Norway director and accompanying staff members, working in partnership with event organisers. ● Assist with the creation of accurate itineraries to ensure Norway director is fully informed of all arrangements and details ● Process and follow up on regular donors monthly, including email, phone or letter communication ● Ensure well maintained and functional donor database ● Coordinate volunteers to assist on administrative tasks or donor support. ● Conduct and coordinate relevant research documents for Norway director to ensure the office is fully informed and up to date on relevant issues. ● Translate documents from English to Norwegian and vice-versa ● Assist with any urgent matters related to programme ● Follow up on referrals and record information accurately. Provide other programme staff with sufficient updates on ongoing cases 	
Key Result Areas	
<ul style="list-style-type: none"> ● Effective administrative support to the Norway office 	

- Timely and precise monthly reports of donations and engagement from donors
- Increased commitment from donors
- Functional team of volunteers offering administrative support

Soft Skills	Technical Skills
<ul style="list-style-type: none"> ● Flexibility ● Excellent communication skills ● Attention to detail ● Discretion in dealing with sensitive data ● Team work ● Problem solving skills ● Time management skills ● Ability to work with change ● Negotiating and influencing 	<ul style="list-style-type: none"> ● Fluent in English and Norwegian language ● IT skills, Office 365
Experience & Education	
<ul style="list-style-type: none"> ● Completed equivalent of A-levels ● Experience in administrative procedures 	

