

TEAM ADMINISTRATOR

Contact: Fran Lord, fran@futureoflondon.org.uk



REPORTS TO	Head of Client Services
SALARY	£24,000 pa (full time, 5 days/week)
CONTRACT	Permanent
START DATE	February 2022
LOCATION	70 Cowcross Street, London EC1M 6EJ (with remote or hybrid working following government guidance)

ABOUT FUTURE OF LONDON

Future of London (FoL) is an independent network connecting the capital's regeneration, housing, infrastructure and economic development practitioners. We help build better cities through knowledge, networks and leadership across disciplines, organisations and sectors. The network includes more than 5,000 people who use FoL as a hub for sector intelligence, connection and professional development.

FoL's small team works hard to deliver research and best practice shared through events and publications, highly sought-after Leaders professional development programmes, Housing, Diversity and Alumni networks and commissioned research projects (Services). We move fast, and offer a diverse, enjoyable and supportive workplace with great opportunities for learning and personal development.

With its large network, supportive team and the chance to learn or hone a variety of transferable skills, FoL is an excellent place to build your career while contributing your own skill set and experience to making better cities.

Equality and inclusion is a fundamental part of what we do and value as an organisation and as a team. Across all our programmes we strive to help improve the diversity of the sector and ensure the needs of underrepresented groups are better understood by our profession. Through the recruitment of new team members we want our team to better represent Londoners.

JOB SUMMARY

The Team Administrator will provide support for the Future of London team in internal operations, as well as external events and other engagement activities. The role provides excellent opportunities to build your network and develop relationships with those shaping the future of our city.

Day to day tasks will include managing email and telephone enquiries, providing operational and basic IT support, office management, CEO diary co-ordination, HR admin, supporting internal and external events, and marketing and comms activity.

KEY TASKS

Team and office

- First point of contact for email and telephones enquiries, managing the general and events inboxes
- Day-to-day office management e.g. ordering office supplies, post, recycling
- Basic team tech support including resolving staff IT, CRM, and online platform (Zoom and Teams) issues



- Book team meetings and activities, take notes and circulate actions
- Supporting social media and website management

Event support

Working with the Knowledge, Client Services and Marketing and Communications work streams to plan and deliver the annual conference, seminars, roundtables, workshops and fieldtrips. This includes:

- Creating online registration pages
- Managing waiting lists
- Checking and collating presentations and event materials
- Creating attendance sheets and badges
- Arranging printing
- Organising refreshments
- Setting up meeting rooms and AV equipment
- Greeting delegates and supporting logistics on the day
- Taking event photos and notes when necessary
- Updating project spreadsheets and the CRM
- Collating delegate feedback
- Establishing strong working relationships with venues and suppliers

Marketing and Communications

- Updating Future of London web pages (via WordPress) and the CRM
- Creating, editing and posting social media content (LinkedIn, Twitter, Instagram and YouTube)

Corporate and governance

- Assist the CEO with diary management
- Setting up board and Steering Group events including booking rooms/venues and refreshments, managing diary invitations and attendees, issuing event materials and recording attendance
- Supporting HR activity including posting and managing job adverts, scheduling interviews and inductions
- Event and admin support to the Leaders team in busy periods.

WHAT WE NEED FROM YOU

Required skills and attributes

- Educated to at least GCSE level (including English and Maths)
- Experience working in a professional office environment
- Demonstrable experience working effectively as part of a small busy team
- A friendly and energetic approach to supporting colleagues and stakeholders

- Very well organised with the ability to prioritise tasks and work to deadlines
- Ability to follow instructions accurately and to work quickly and effectively
- An eye for fine detail when checking written documents and online content
- Flexibility and calmness under pressure
- A professional appearance and the ability to interact well with staff/stakeholders at all levels, establishing and maintaining positive working relationships
- Excellent written and verbal communication skills
- Respect for organisational and member/candidate confidentiality at all times
- Experience of setting up meetings and internal and external events
- Experience of online event software
- Excellent digital skills, including Microsoft Office
- Awareness of, and commitment to, diversity and equality
- Appetite for learning and willingness to undertake relevant training

Desirable skills and attributes

- A demonstrable interest in the built environment sector
- A qualification in a relevant discipline
- Social media experience (e.g. promoting events on Twitter)
- Digital experience including online events/webinars, CRM and Content Management Systems (CMS), e.g. Wordpress

To apply, please send a completed application form ([available on our website](#)) and current CV to Fran Lord, Head of Communications and Engagement.

Contact: fran@futureoflondon.org.uk

Closing date: 12noon, Wednesday 12 January 2022

Interviews: 17 – 19 January 2022

Start date: February 2022