

## **ROLE PROFILE – ARK Resources Coordinator**

Reporting to: Office Coordinator  
Start Date: Immediate  
Salary: CIRCA £20,000 (+ 10% pension contribution)

### **Context of the role:**

ARK is an international charity, whose purpose is to transform children's lives. Founded in 2002 by a group of leaders in the alternative investment industry, ARK identifies opportunities for catalytic interventions which balance risk and high social returns on philanthropic investment.

ARK has a strong results-driven model to identify, create and deliver innovative programmes that are transforming, scalable and sustainable. Programmes are rigorously researched, piloted and assessed before launch, then monitored and rapidly taken to scale if successful.

ARK builds partnerships with other NGOs and with governments to achieve scale and sustainability. It acts both as a funder and a catalytic implementer. Carefully selected partnerships allow ARK to leverage resources and to ensure that its programmes support long-term systemic change.

ARK's current programmes are focused on meeting defined strategic goals in the areas of Health (Sub Saharan Africa), Education (UK and India) and Child Protection (Eastern Europe).

### **The position:**

This is an important role; the successful candidate will play an integral part in ensuring ARK's London office is run extremely efficiently and effectively.

The Resources Coordinator will take responsibility for ordering and stock management, facilities coordination, meeting room management, general administration and reception duties. They will also be responsible for supporting the Office Manager to ensure that the building and facilities are maintained to a high standard

### **Key Responsibilities:**

#### **Ordering and Stock Management**

- To check stationery cupboards and stock cupboards and order appropriately for the needs of the office on a daily and weekly basis
- To consolidate credit card statement (quarterly)
- To assist in the checking and consolidating of invoices
- Monitoring current spend on budget

#### **Facilities Coordination**

- To arrange and liaise with contractors for works to the office
- To source equipment and other office items, arrange purchase orders, payment and delivery
- To oversee the office Fire Wardens and First Aid Officers and arrange training where necessary
- To undertake and oversee printer maintenance
- To take charge of the general office housekeeping

- To liaise with supply, maintenance and janitorial companies on the services they provide to the Office

### **Meeting Room Management**

- To oversee meeting room calendars:
  - Check the bookings have been coloured coded correctly
  - Check for double bookings and reorganise where needed
  - Check the correct information is included in the booking (i.e. following emails sent to and received by reception)
- To deal with block meeting room bookings (Assessment Centre, Info Centre, large scale training, Seminars and evening receptions)
- To organise catering (when requested) for meetings
- To ensure meeting rooms are client ready

### **Reception Duties**

- To provide support to reception – daily (i.e. answering queries, helping with large meeting setup)
- To provide cover for reception when needed (i.e. lunch cover, sickness cover)
- To handle overflow calls from reception
- To oversee emails sent to reception, ensuring they have been handled appropriately and the correct information given in response

### **General Administration**

- To oversee and where necessary deal with or forward emails sent to the general ARK information email address
- To maintain the Office Management annual leave spreadsheet
- To undertake general administration and filing when required
- To upload office management documents to Fronter (phone directory, floor plans, seating charts, health and safety info, how to guides)
- To answer any general queries received, providing help and support to the office staff
- To provide support to Office Supervisor:
  - Arrange meetings with other staff and external parties
  - Collate materials needed for meetings
  - Chase outstanding invoices and request the reissuing of credit notes and invoices when required
  - Oversee and instruct reception staff

### Other

- To provide training to new members of the team (including work experience and temporary staff)
- To maintain other office management spreadsheets
- To provide ad hoc support to the office as business requirements may predict.

## PERSON SPECIFICATION

### Qualification Criteria

- Qualified to A Level or equivalent
- Administration/ secretarial qualification desirable but not essential
- Right to work in the UK
- First Aid and Fire Warden qualifications desirable but not essential

### Knowledge and Experience

- Experience of working in a varied and busy office environment
- Experience of dealing with large quantities of administration
- Experience of undertaking hospitality tasks (teas, coffees, catering etc)
- Experience of managing meeting rooms
- Experience of working on a reception desk
- Knowledge of the Intranet and VLE's desirable but not essential

### Personal Characteristics

- Flexible, highly organised and able to multi-task and prioritise work to meet deadlines
- Helpful, approachable and positive nature and ability to stay calm and diplomatic under pressure
- Understanding of the importance of confidentiality and discretion
- Detail oriented and able to take ownership of tasks and work with minimal supervision
- Friendly and helpful telephone manner
- Excellent team player
- Committed to exemplary customer service

### Specific Skills

- Highly computer literate, with particular experience of using Microsoft office packages including Outlook and Excel to an intermediate to advanced standard
- Excellent time management skills
- Highly competent administrator
- Excellent written and oral communication skills, with the ability to deal diplomatically and appropriately with those at varying levels of seniority

### Other

- Willingness to undertake training.

To apply please go to: [https://application.arkschools.net/?r=T\]tbRMRK](https://application.arkschools.net/?r=T]tbRMRK) and upload your CV and covering letter. If you have any further queries about the role please contact Holly Harris on 0203 116 0894 or [holly.harris@arkonline.org](mailto:holly.harris@arkonline.org). Applications should be received by no later than **9am on Monday 20th February**.