

UK Kidney Association Job description

Job Title:	UKKA administrator
Department/section:	UKKA secretariat
Reports to:	UKKA business manager

General information

Improving lives by supporting professionals in the delivery of kidney care and research, the UK Kidney Association is the leading professional body for the UK renal community. We welcome members working in clinical renal care, treating and caring for people with kidney disease, and those working in research, or related sciences and fields.

The UK Renal Registry is the part of the UK Kidney Association responsible for the collection, analysis, management and development of a high quality clinical renal database. We use data submitted from the 71 adult and 13 paediatric renal centres across the country to create the database. The information, in the form of data and reports, is a shared resource used to develop research into kidney disease to improve the quality of care for renal patients.

Job Purpose

The administrator is responsible for the day to day administration of activities of the UKKA. The postholder will work in support of the business manager, chief executive, trustees, committees and management team, keeping them up to date on all relevant issues. Provides support to committees, special interest groups and membership, and administration of the membership database.

Works with administrative colleagues to provide seamless administrative support to all UKKA colleagues.

Key Working Relationships

Contact	Relationship to
UKKA Business manager	Line manager, works closely with
Events manager	Works closely with
Events coordinator	Works closely with
Marketing and Communications Officer	Works closely with
Communication and events assistant	Works closely with
UKKA Chief Executive	Liaise with when appropriate, provide updates
UKKA Trustees	Advise and update
UKKA Committee Chairs	Provides support

Operational

1. Act as the point of contact for all queries relating to the activities of the UKKA and its sub-committees.
2. Respond to enquiries by telephone, mail or email in a fast, friendly and efficient manner, including relaying relevant enquiries to appropriate trustees and executive committee members, during normal working hours.
3. Ensure the filing system for both hard and electronic copy is effectively managed.
4. Provide administration of the website.
5. Maintain and update the membership database for the UKKA and BAPN on a regular basis.
6. Arrange and provide administration for in-person and virtual internal and external meetings, including subcommittee meetings and the Annual General meeting; with responsibility for booking facilities, equipment and catering, managing attendance, the collation of papers, producing presentations, attending meetings and taking minutes, distribution of minutes and ensuring that agreed actions are followed up on.
7. Work closely with assigned committees and special interest groups to deliver the support required to ensure effective functioning of their workstreams, including providing solutions to administrative challenges.
8. Assist in the delivery of the monthly eNews letter.
9. Provide administration for the membership renewal process, collect subscriptions, send reminders and record data regarding non-payees and inactive members.
10. Provide administration for the awards and bursaries application process.
11. Produce regular reports, including extracting data from payment providers to report on outstanding membership payments, and providing trustees with membership status reports, utilising the membership CRM.
12. Build and maintain positive and professional relationships with members, trustees and all other internal and external stakeholders.
13. Assist the communications and events assistant in the administration all social media forums for the UKKA.
14. When representing the UKKA, project a professional and reputable image.

Admin

15. When required, provide cover for administrative colleagues, to ensure effective and uninterrupted administrative support to all areas within the organisation.
16. Meet regularly with administrative colleagues to ensure workload planning and effective cross-cover arrangements are achieved.

Behaviours and attitude

17. Demonstrate an excellent customer service approach to the performance of all duties.
18. Demonstrate a proactive and assertive attitude and approach to the performance of all duties.
19. Maintain a high level of professionalism at all times and in all communication with internal and external stakeholders.

General

20. The postholder is expected to undertake any other appropriate duties commensurate with the grade.

Person specification

Qualifications	Essential/Desirable
GCSE English Grade C or above (or equivalent)	E
GCSE Maths Grade C or above (or equivalent)	E
Other business qualification	D

Experience/skills/knowledge	Essential/Desirable
A proven record of success in business administration, preferably in a related industry	E
Proven ability to use online administration solutions, such as (but not exclusively or limited to) online conference and video calls, surveys, diary and meeting management, events registration, marketing, payments/direct debits, etc.	E
Experience of database management and analytics	E
Understanding of and ability to administer and update web platforms and social media	E
Sound working knowledge of MS Office applications, especially Word, Excel, PowerPoint and Outlook	E
Proven ability to meet deadlines	E
Excellent analytical and problem-solving skills	E
High level of interpersonal skills with proven ability to build relationships and communicate effectively with a wide range of stakeholders at all levels	E
Excellent written and verbal communication skills	E
Excellent organisational skills and attention to detail	E
Time management and workload planning skills	E
Self-motivated and disciplined	E
Ability to work with minimal supervision	E
Evidence of excellent team working approach	E
Ability to remain calm under pressure and adapt to a rapidly changing environment	E
Display absolute integrity, trust, and responsibility.	E
Ability to adapt to changing organisational and operational needs	E
Capable of handling complex and multiple tasks simultaneously	E
Understanding/experience of working within a membership organisation	D
Understanding/experience of working within a charitable organisation, Healthcare industry or academic institution	D

Knowledge	Essential/Desirable
Understanding of the principles and importance of confidentiality and information governance	E
Knowledge of website management and content administration	D
Experience of minute taking	D

Other Relevant Information

Travel requirements

Some UK travel may be required together with overnight stays.

Equality & Diversity Aims

As a member of staff you have a personal responsibility to ensure you do not discriminate, harass or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination, harassment or bullying by others.

Risk Management

Staff at all levels have a responsibility for ensuring that risks are managed, as an employee you will be expected to maintain a high level of awareness and assist in the process of reporting incidents, assessing risks and reporting unsafe occurrences and to co-operate with any investigations undertaken.

Health and Safety

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare. As an employee you are required to report all accidents to the General Manager.

Information Security and Confidentiality

During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly relating to patients or staff. All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 2018 unless explicit written consent has been given by the person identified, or where information sharing protocols allows it.

General Information

This job description is not intended to be an exhaustive list of duties, but it aims to highlight the typical main responsibilities of the post. It may be reviewed from time to time in agreement with the post holder.

Approved by:

Date:

Accepted by:

Date: