

# Administration Assistant

Permanent contract, 40 hours per week

**Department:** Central Services

**Level:** Support 2

**Reporting to:** Office Manager

**Location:** Office based

## Job Description

### Purpose of the post

You will provide effective administrative support to the Office Manager and the wider team to ensure the smooth running of the two charities, the Army Cadet Charitable Trust UK (ACCT UK) and the Combined Cadet Force Association (CCFA). You will support across a range of tasks including administration, office management, insurance provision as well as meetings and event support.

A cheerful, can-do attitude is essential, as is the ability to work well with a diverse range of staff based in the head office and across the UK. You will be organised, have excellent attention to detail and the ability to prioritise and manage a varied workload. You will have strong written and verbal communication skills. You will provide excellent customer service while addressing both internal and external enquiries.

The position is full-time and London-based at our Head Office. The hours are 40 hours per week, which can be worked flexibly. The post requires you to work five days a week in the office.

### Principal Responsibilities

#### Administration

Tasks will include but are not limited to:

- Answering the office telephone, managing front of house and carrying out reception duties.
- Communicating effectively with internal and external people in a way that both enables the work of the charities and enhances their reputations as friendly, supportive and engaged organisations.
- Assisting on management of the group email mailboxes, ensuring queries are responded to promptly.
- Assisting the Office Manager in maintaining the office environment, including:
  - Health and Safety considerations
  - Ordering supplies
  - Assisting with contracts for office services and equipment, including internet provision, photocopier and phones.
  - Liaising with the landlord on building services and faults.
- Assisting with the maintenance and management of internal records and information-architecture.

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Holderness House, 51-61 Clifton Street, London EC2A 4DW. [acctuk.org](https://acctuk.org)

Registered charity in England, Wales and Northern Ireland (305962) and in Scotland (SC039057)

- Entering expenses into the expense software and other data entry tasks as required.
- Maintaining a register of fundraising and marketing supplies and posting them as required.
- Ad hoc administrative tasks to support the wider team including the Senior Management Team.

### Insurance

Support the Office Manager and Membership Secretary to manage insurance products by:

- Administering member Personal Accident and Public Liability premium renewals.
- Administering travel insurance.
- Acting as a point of contact for both charities for insurance queries.
- Facilitating insurance claims. Liaise with the claimant and insurance broker.

### Meeting & Event Support

Tasks will include but are not limited to:

- Maintaining accurate booking records for internal meeting rooms
- Providing support to meetings, including board meetings and the bi-annual staff briefing day.
- Supporting event management, including the annual Excellence Awards.

Any other duty as reasonably required by your line manager.

Criteria	Essential	Methods of assessment
Qualifications and Training	<ul style="list-style-type: none"> <li>• Good general education at least to GCSE level (With good passing grades in Maths &amp; English) or relevant work experience.</li> </ul>	Application, interview
Skills and Ability	<ul style="list-style-type: none"> <li>• Experience of carrying out an organisational or administrative function (this can be professional or in a personal/voluntary capacity).</li> <li>• Ability to manage own workload and can demonstrate good time management.</li> <li>• Strong customer service skills.</li> <li>• Strong written and verbal communication skills.</li> </ul>	Application, interview, references

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