
ADMINISTRATION MANAGER AND EXECUTIVE ASSISTANT



JOB DESCRIPTION

DATE APPROVED: OCTOBER 2022

Employer:	Adara Development (USA)
Location:	Edmonds, WA USA
Employment status:	Full-time (or 4-day week (0.8) at their election)
Reports to:	Global Health Director

OVERALL JOB GOAL

To provide senior level administrative support for Adara Development (USA).

KEY RESPONSIBILITIES

1. Office Coordination and Administration

- Provide administrative support to members of the Global Health Team as required, including assistance with calendar management for meetings and providing meeting support when requested
- Create, edit, and format documents, spreadsheets, PDFs and presentations as required.
- Act as the first point of contact for enquiries to the US office and team, including managing telephone and in-person visitor meetings.
- Create an inviting workplace, ensure the office facilities are clean, and equipment is functioning well.
- Liaise with and manage key suppliers, including the property management company and other vendors where needed to coordinate maintenance and improvements of office space, and oversee those projects, including leading communications on office lease renewals.
- Manage office inventory and purchase stationary, equipment, supplies, and consumables as required.
- Organise staff and volunteer events as required and directed by management, which may include international guests. Schedule internal and external meetings accounting for the complexity of different global time zones.
- Maintain and communicate the Emergency Response Plan (ERP) for the Edmonds office, coordinate annual drills, and assign necessary safety roles.
- On occasion, work with our Uganda team to assist with medical shipments to Uganda.
- Provide administrative support to ensure the Global Health Team can work as efficiently as possible, including managing relevant systems and processes for filing, ways of working, and IT upskilling as needed. Assist the Global Health Director with administrative needs as they arise, including calendar and email management.
- Draft correspondence, prepare presentations and other tasks as required.

2. Finance and HR Support

- Manage the monthly leave summary for the US office – includes tracking all staff leave, ensuring leave forms are submitted correctly and filed, and reporting leave to Finance for payroll.

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- Prepare and submit employee expense reconciliations and ad hoc travel expense reports to Finance.
 - Manage any payments/invoices, including liaising with the finance team in Sydney for payment via online banking.
 - Deposit donation checks as required.
 - Assist with preparation of the annual office budget and provide input where required.
 - Assist, as directed, with new hire process. This may include advertising, reviewing candidates, scheduling interviews, and working with other teams as necessary.
 - Assist, as directed, with onboarding new employees to ensure appropriate Adara and US documentation is obtained and filed. This may include assisting with onboarding volunteers and interns, as directed.
 - Support the management of annual healthcare plan and Employee Assistance Program (EAP) renewal, as required.
 - Assist in creation or updating of policies where needed.

3. IT Support

- Provide support for IT related queries for the US Office, liaising with the Head of IT in Sydney and the Managed Service Provider as required.
- Manage office IT infrastructure (internet, phone, printing) and liaise with local IT service providers when required.
- Purchase and assist with the configuration, set-up, and distribution of IT equipment in both office and work from home environments.

4. Travel Support

- Book flights, ground transport and hotel accommodation for staff as required.
- Assist with the organization of visas and background checks for staff, volunteers and visitors.
- Assist with any necessary preparations and inductions for Adara teams travelling.

5. Legal and Compliance

- Working with the legal and finance team in Sydney, assist with charitable registration filings and corporate records for US office as directed.
- Scan and save down all correspondence received by mail to the office for charitable registrations and other statutory notices, advising the legal and finance teams in Sydney.
- Work with legal and finance teams to renew and/or change the business (office) insurance as required in the USA.

6. Projects

- Assist with any ad-hoc projects that arise.

QUALIFICATIONS AND EXPERIENCE

- Minimum of 3 years of experience in office administration.

COMPETENCIES

- A positive and can-do attitude with a dedication to problem-solving.
- Strong computer literacy and PC skills with a good understanding of IT concepts (networks, VPN, remote desktop, shared servers, electronic filing systems) with the capacity to troubleshoot.

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- Advanced proficiency in MS Word, Excel, PowerPoint, Outlook, Teams, Adobe Acrobat, and Dropbox.
 - Excellent organizational and time management skills with strong attention to detail.
 - The ability to work under pressure and work with the team to meet deadlines.
 - Strong ability to work independently with minimal supervision.
 - Ability to employ initiative to find solutions, self-teach, anticipate need, prioritize, be proactive, and exercise discretion.
 - Experience managing calendars spanning multiple time zones.
 - Ability to build business relationships and maintain a calm and friendly approach during busy periods.
 - Excellent interpersonal skills with the ability to liaise at an executive level, and the ability to adapt to cross-cultural communication.
 - A passion for working across cultures and a commitment to social justice and for making a difference in the world.
 - A sense of humor, patience, a positive approach and a flexible attitude.
 - Experience with bookkeeping, while not required, will be an advantage.
 - Knowledge of SharePoint and Business Central, while not required, will be an advantage.

KEY CONTACTS

- **Internal Contacts** - Staff at all levels throughout the organization, including those in the US (Edmonds and Missoula), Australia, Uganda, and Nepal.
- **External Contacts** - Clinical partners, donors and supporters, local and international volunteers, medical staff from local hospitals, global health organization contacts, state government representatives, senior executives from other organizations, banks, suppliers/vendors, and partner organizations in Uganda and Nepal.

LOCATION

Adara prioritises the wellbeing and safety of our teams around the world. Currently, our team members are able to work flexibly from home as well as from a physical office space. As long as it is COVID-19 safe, staff are expected to work from our physical office space in Edmonds a minimum of three days per week. This is subject to your manager's discretion and operational requirements.

The Adara Group is an equal opportunity employer and a child-safe organization. All employees are required to undergo criminal background checks and sign our Child Protection Policy.

THE ADARA GROUP

OUR CULTURE AND VALUES

WE, THE ADARA FAMILY, UPHOLD THESE VALUES AT ALL TIMES...

COMPASSION

- Our reason to be is to provide support to vulnerable women, children and their communities living in extreme poverty
- We believe everyone has a right to health and education services no matter where they live

TEAMWORK

- We work as a team, and we support each other
- We are open, honest and kind
- Failure and mistakes are OK – this is how we learn and grow
- We make Adara a happy and productive place to work

MUTUAL RESPECT

- We listen to other people's point of view
- We celebrate and promote diversity
- We abhor discrimination in any form

INTEGRITY AND EXCELLENCE

- We act with deep respect, integrity and humility
- We strive to be fair to everyone on the team
- We work to a standard of excellence

PASSION

- We work hard
- We laugh and we have fun
- We are optimistic and positive
- We don't count hours: we measure outcomes

UNCONVENTIONALITY

- We think outside the box
- We are not afraid to be different