

ADMINISTRATION COORDINATOR

OVERALL JOB PURPOSE

The incumbent is responsible for managing the Executive Director's diary and ensuring effective coordination, scheduling, communication, and administrative follow-through across organisational priorities. A key component of the role is the proactive tracking of meetings, action items, deadlines, and decision points requiring the Executive Director's attention.

KEY ACCOUNTABILITIES:

Executive Director Coordination and Administrative Support

- Manage the Executive Director's diary by prioritising and coordinating appointments, engagements, meetings and organisational commitments.
- Ensure the Executive Director is adequately briefed and prepared for meetings and engagements.
- Proactively track matters requiring Executive Director input, decision-making, approval, or follow-up and ensure that they are brought to a conclusion.
- Maintain action trackers and ensure timely administrative follow-through, particularly on priority matters; escalate unresolved or overdue matters to the Operations Manager.
- Coordinate communication, reminders, and scheduling linked to strategic organisational priorities.
- Ensure effective alignment between the Executive Director, Operations Manager, programme teams, and external stakeholders.

Meeting Coordination and Minute Taking

- Coordinate internal and external meetings across programmes and organisational functions, including Board and other governance meetings.
- Prepare agendas, meeting packs, briefing documents, and supporting materials where required, and circulate in advance of meetings.
- Take professional minutes during all programme, leadership, governance, and organisational meetings.
- Distribute minutes and track action items and follow-ups.
- Maintain organised records of meetings, including decisions taken.

Travel Administration

- Coordinate all travel arrangements for the Executive Director and staff.
- Manage accommodation, transport bookings, and itineraries.
- Manage travel-related administration.

Event and Organisational Coordination

- Coordinate logistics for events including workshops, seminars, roundtables, and launches.
- Manage RSVP processes and communication with stakeholders.
- Ensure that venue bookings, catering and travel arrangements are in place.
- Manage the sourcing, printing and circulation of event materials, as necessary.

Records, Database, and SharePoint Administration

- Maintain organisational databases and stakeholder records.
- Maintain and administer the NSI SharePoint environment.
- Ensure organisational records are accurately maintained and appropriately retained.

Programme Administration Support

- Provide administrative support to programme teams as directed by the Operations Manager or programme leads
- Schedule programme-related meetings and circulate relevant documents.
- Maintain administrative trackers for meetings, deadlines, and follow-up items.
- Send reminders on outstanding administrative actions.
- Escalate overdue items, missing information, or decision points to the Operations Manager or relevant programme lead. The Administration Coordinator does not resolve operational blockers independently.

ROLE / PERSON SPECIFICATION:

Education and Experience Required:

- Diploma or Degree in Business Administration, Office Administration, or related field.
- At least three years of administrative or coordination experience in an organisational environment.
- Experience supporting senior executives and/or programme teams.
- Strong professional minute-taking experience essential.

Knowledge and Skills

- Strong organisational, coordination, and administrative skills.
- Excellent written and verbal communication skills.
- Strong attention to detail and ability to manage multiple priorities.
- Excellent diary management and executive support capability.
- Ability to proactively track actions, deadlines, and follow-ups and escalate appropriately.
- Professional minute-writing and documentation skills.
- Proficiency in Microsoft Office, Teams, and SharePoint.
- Professional, discreet, proactive, and highly dependable.