

Office Administrator

£32,840 - £42,570 p.a., depending on experience

London | SW1

The Resolution Foundation is an independent think-tank focused on improving living standards for those on low-to-middle incomes. Our reputation for rigorous analytical work that results in effective policy solutions places us at the forefront of the UK debate on economic and social policy.

The Resolution Foundation is looking for a proactive and highly organised Administrator to join our team to help ensure the smooth organisation of our day-to-day operations. This is an exciting time to join our organisation as we build on the success of our recent Economy 2030 Inquiry, welcome a new Chief Executive and embark on a major study of the lives and economic prospects of the UK's 13 million low-to-middle income households.

What does the role involve?

A key position within our Resources Team, the role involves ensuring the office runs smoothly including providing basic IT support and supporting the delivery of internal and external events and meetings. Working closely with the Senior Resources Manager, the postholder will assist in maintaining a range of finance, HR and administrative systems. This is a full-time position but we will also consider candidates who wish to work flexibly for four days per week.

What kind of person are we looking for?

We're looking for candidates with excellent organisation skills, a meticulous attention to detail and the ability to juggle varied and competing demands efficiently. Clear, fluent and concise written and verbal communication skills are essential, as is the confidence to communicate effectively with colleagues and a range of partners and stakeholders. Excellent IT skills including experience of Microsoft Office software and the ability to maintain high standards while working flexibly in a fast-paced environment are also required.

What is the organisational culture?

The Resolution Foundation prides itself on the analytical rigor of our economic analysis and we strive to achieve standards of excellence in all our work, including our internal procedures. This commitment is matched by dedication to our core purpose, working to improve the living standards of those on low to middle incomes.

The Foundation is a small close-knit team and staff members support each other and share cross organisational work in addition to fulfilling individual responsibilities. We offer a competitive benefits package, a range of flexible and family-friendly policies, plus training and development opportunities including support for formal qualifications when applicable. Due to the nature of the duties of the Administrator, the postholder will be required to work predominantly from our Westminster office, with limited opportunities for remote working.

Closing Date: 08.59 Monday 20 January 2025

First Interviews: w/c 3 February | **Second Interviews:** w/c 10 February 2025

Diversity at the Resolution Foundation

We value and are committed to increasing diversity within both our own organisation and the economic policy making sector more widely, and we undertake a variety of positive action initiatives to further this aim. For more information about our ongoing work in this area, please see our recruitment brochure.

Main duties and responsibilities

- Ensuring the office runs smoothly including providing basic level IT support
- Supporting the organisation and delivery of internal and external events, meetings, roundtables, and seminars
- Assisting with finance and HR record keeping and providing ad hoc administration assistance as required
- Maintaining and updating administrative systems and organisational procedures as part of the Resources team
- Maintaining and updating the Foundation's contact databases
- Maintaining an overview of organisational priorities and assisting with internal communication
- Any other duties as deemed reasonable by the Line Manager

About you

Essential requirements:

- Excellent organisation skills including a meticulous attention to detail
- Clear, fluent and concise written and verbal communication skills and a high degree of interpersonal effectiveness
- Excellent IT skills, including experience of Microsoft Office (in particular Outlook, Word, Excel, PowerPoint and Teams)
- The ability to prioritise and maintain high standards while juggling competing demands
- A pro-active, 'can-do' approach and the ability to work effectively in a small team
- The ability to use initiative and contribute new ideas
- A commitment to Resolution Foundation's core mission

Desirable characteristics:

- Previous experience providing administrative support in a busy office environment

Summary of main terms and conditions

Some of the main terms and conditions for this post are summarised below. This summary does not form part of any subsequent employment contract. The Foundation has a defined contribution pension scheme and a range of flexible and family friendly policies.

Due to the nature of this post, sometimes you will be expected to work outside normal office hours. Time off in lieu is available when appropriate. The Foundation is a small team and staff members support each other, work flexibly, and share cross- organisational work in addition to fulfilling individual responsibilities.

Job title: Office Administrator	Working Hours: 37.5 hours a week, 09.00-17.30 Mon to Fri, although exact timings are flexible and you may sometimes be asked to participate outside these hours.
Contract: Permanent	
Accountable to: Senior Resources Manager	
Annual leave: 30 days p.a. plus bank holidays	Notice period: Three months
Location: London, SW1	Probation period: Three months

How to apply

Resolution Foundation uses an online application platform for all our roles. Developed by the Behavioural Insights Team, Be Applied is designed to eliminate unconscious bias in the recruitment process. If you would like to apply, please visit <https://app.beapplied.com/apply/hxyr7wwntq>.

The application process has two stages:

- I. About you: The platform will ask you for some personal details and to upload your CV. Applications are assessed blind by multiple reviewers so this information will only become visible to the Foundation if you are shortlisted. Applications are assessed solely on the responses you give to section II below.
- II. Short answer questions: You will be asked to complete three scenario-based questions which are relevant to the role and these will be marked against the essential requirements section of the job description. Each question has a 250 word limit and you will have the opportunity to amend these sections before submitting your application.

N.B. each of your answers will be reviewed separately and anonymously by different people. This means the person reviewing your answer to question 2 will not have access to your answer to question 1, and so on. Therefore, do not refer in one answer to what you have written in another (e.g. avoid using phrases like "as explained above"). If it is relevant, explain again in full.

Use of AI in the application process

Please refrain from using AI software to help answer the application questions. While we appreciate AI software can be a useful work tool, the Applied system requires all candidates to certify that the answers they provide are their own original work and not plagiarised nor automatically generated. Applied provides an AI generated answer for reviewers to refer to when sifting and asks them to flag responses they suspect may be AI generated. Using AI to help construct your answers may therefore be detrimental to your application.

Closing Date

To be considered for this opportunity, please ensure you submit your application by 08:59am on 20 January 2025.

Interviews

Shortlisted applicants will be contacted as soon as possible after the closing date. We expect to hold first interviews w/c 3 February 2025 with second interviews w/c 10 February 2025. Please let us know if you have any specific requirements so we can make any necessary reasonable adjustments in advance.

Equal Opportunities Monitoring

In line with our determination to attract a diverse workforce, we constantly review our recruitment procedures. To help with this, we would be grateful if you would complete the equal opportunities monitoring form provided on the application platform. Any information you provide is collated anonymously and used solely to track the effectiveness of our recruitment campaign.

Financial Assistance

Assistance for interview expenses may be provided subject to agreement in advance. If you are invited to attend an interview and would like to be reimbursed for travel expenses, please let us know when confirming your attendance. We are unable to cover international travel expenses but can offer virtual interviews instead.

Office-Based and Remote Working

The Foundation's office is based in Westminster with home working available two days per week. If you have any health concerns that may impact your working arrangements or queries about caring responsibilities, please contact sharmina.khanam@resolutionfoundation.org.

Privacy notice for job applicants

For full details on how we process your personal data, please see our [privacy notice for job applicants](#) which can be found on our Opportunities page on our website.