

Administration Officer

Hours	20 hours per week
Salary	£16,000 to £18,000 (£30,000 to £33,750 FTE) per annum for 20 hours per week, depending on experience
Location	Home /remote working, with in-person attendance in Diss, Norfolk once a month, and occasional agreed visit or event support within Norfolk & Suffolk counties.
Reporting to	Chief Officer
Working relationships	Support Officers, committee members and external partners

About the organisation

Community Pharmacy Norfolk & Suffolk (CPNS) represents community pharmacy contractors across Norfolk and Suffolk. We support contractors, communicate relevant developments and work with local and national partners to strengthen and integrate the contribution of community pharmacy into local health systems and communities.

Role purpose

To provide accurate, reliable administrative support to the CPNS team and the committee. The postholder will coordinate meeting arrangements, help maintain clear and timely contractor communications, manage shared information and support efficient day-to-day working.

The Chief Officer will agree priorities and tasks to ensure workload is manageable. The postholder will work closely with Support Officers, who will provide guidance and oversight and sign-off on relevant tasks and content. Responsibilities will include email monitoring, venue booking, newsletter and website updates, minute-taking and action tracking.

Working arrangements and benefits

- Flexible working arrangements welcomed, with hours and availability agreed with the Chief Officer.
- Equipment provided for home / remote working.
- Workplace pension through NEST.
- 4.5 weeks' annual leave plus bank holidays, pro rata.
- Up to two weeks' enhanced sick pay on completion of the probationary period.

Key responsibilities

1. Contractor communications

- Collate information and draft newsletter items for review by the relevant team member; format and distribute approved newsletters to agreed deadlines.
- Draft website pages and updates, check links and information, and publish content following approval.
- Support the team's social media activity by preparing posts, maintaining a bank of content and scheduling agreed messages.
- Maintain accurate contractor contact lists and distribution groups; prepare routine correspondence using approved templates.

2. Mailbox and enquiry coordination

- Review the shared mailbox during agreed working hours, identify important or time-sensitive items and forward them promptly to the appropriate team member.
- Acknowledge routine enquiries and provide agreed information; refer contractual, policy or sensitive matters to the relevant colleague.
- Maintain clear records of enquiries and outstanding responses, and follow up where agreed.

3. Meetings and events

- Coordinate committee and other meeting arrangements, including dates, invitations, venues or online links, attendance, catering and associated invoices.
- Collate and circulate agendas, papers and meeting packs, maintaining an orderly record of documents.
- Develop responsibility for drafting accurate minutes and maintaining action logs, with training and review by the appropriate colleague.
- Support event and training administration, including bookings, joining instructions and attendance records.

4. Team administration and information

- Keep the team's shared planner and action log up to date, highlighting deadlines and outstanding actions.
- Maintain organised electronic files, templates and contact records; support improvements to the shared folder structure and administrative processes.
- Prepare and send approved letters through the organisation's online systems and support routine invoice administration.
- Support basic spreadsheet work, including data entry, checking, sorting and simple summaries, with guidance where needed.

5. Professional practice and development

- Handle confidential committee, contractor and staff information carefully and follow CPNS policies for information security and records management.
- Build an understanding of community pharmacy through induction, agreed pharmacy visits and introductions to local healthcare commissioners and other representative colleagues in neighbouring counties.
- Communicate professionally, work collaboratively and flag errors, risks or workload pressures promptly.
- Undertake other reasonable administrative duties appropriate to the role, agreed with the Chief Officer and within contracted hours.

Essential criteria

- Experience of administrative work, or equivalent experience demonstrating accurate record keeping, coordination and organisation.
- Ability to prioritise tasks, meet deadlines and work independently, while seeking guidance when needed.
- Clear written and verbal communication, with the ability to draft correspondence and summarise information accurately.
- Confidence using Microsoft Outlook, Word processing, Excel spreadsheets, Teams online meetings and shared electronic files, and willingness to learn new systems.
- Good attention to detail, including checking documents, dates, contact details and meeting arrangements.
- Ability to handle sensitive information discreetly and maintain confidentiality.
- A professional, helpful approach and the ability to work effectively with colleagues and external contacts.
- Ability to work effectively from home and attend agreed monthly in-person meetings.
- Ability to travel to monthly meetings in Diss and other agreed meetings, pharmacy visits or events, with access to suitable transport.
- Legal Right to work in the UK.

Desirable criteria

- Experience of preparing newsletters, updating websites or scheduling professional social media posts.
- Experience of supporting committees, preparing meeting papers, taking minutes or tracking actions.
- Experience with spreadsheets, including filtering, sorting and basic data summaries, pivot tables and use of charts to display data to varying audiences.
- Experience in community pharmacy, healthcare, a membership organisation or a representative body.
- Experience of developing administrative templates or shared filing systems.

Community pharmacy knowledge can be developed through induction and support.

Full training and induction support will be provided alongside appropriate development planning.