Programmes Administrator

Job description and person specification

Organisation: Jnetics
Hours: Part-time, three days per week (flexible working arrangements can be discussed)
Salary: £25,000 FTE
Location: Elstree, Hertfordshire (office based)
Reporting to: Head of Science and Programmes

About Jnetics

Jnetics is a charity dedicated to improving the prevention and understanding of genetic conditions within the Jewish community. Through education, engagement and access to genetic screening, we help individuals and families make informed decisions about their health and future.

About the role

We are looking for an organised, reliable and approachable Programmes Administrator to support the smooth and efficient running of Jnetics' screening programmes.

As an integral member of the team, you will coordinate day-to-day administration, maintain accurate records and help ensure participants receive timely information, support and testing kits. You will work closely with colleagues and external partners to keep screening activities organised and processes running effectively.

This role requires strong organisational and Excel skills, excellent attention to detail and a warm, professional manner. You should enjoy working collaboratively while being confident managing your own workload.

The role is three days per week, with considerable flexibility over how the hours are arranged. The working pattern will be agreed together, taking account of both personal circumstances and programme needs, including key screening dates and deadlines.

Key responsibilities

Screening programme administration

- Coordinate the administration of screening programmes, supporting participants from registration through to completion of the process.
- Process registrations, check information is complete and follow up on missing details or outstanding actions.
- Organise appointments, bookings and reminders, liaising with participants, colleagues and relevant partners.
- Coordinate the administration of screening events in schools, universities and community settings, including some event days where extra hours will be required.
- Coordinate screening materials and test-kit logistics.
- Monitor progress through the screening process, flagging delays or issues and helping resolve administrative queries.

Records, spreadsheets and reporting

- Maintain accurate, up-to-date participant records, spreadsheets and databases.
- Use Excel to organise information, track programme activity and produce routine summaries.
- Check data for accuracy, identify discrepancies and follow up appropriately.
- Support colleagues with programme statistics and information needed for planning and reporting.
- Handle personal and sensitive information confidentially and in line with Jnetics' policies and procedures.

Communication and teamwork

- Respond to routine enquiries by email and telephone in a helpful, sensitive and professional manner.
- Provide clear information about bookings, forms and the screening process, referring clinical questions to the appropriate professional.
- Liaise with colleagues, genetic counsellors, laboratory contacts, school staff and event organisers as required.
- Keep the team informed of progress, deadlines and issues requiring attention.
- Contribute ideas to improve administrative systems and the participant experience.
- Undertake other reasonable administrative duties appropriate to the role.

Person specification

Essential

- Strong organisational skills, with the ability to manage competing priorities and meet deadlines.
- Strong IT and Microsoft Excel skills, including confidence using formulas, sorting and filtering data, and maintaining accurate tracking spreadsheets.
- Excellent attention to detail and a methodical approach to record-keeping.
- Experience of administration, coordination or a role requiring comparable skills.
- Clear written and verbal communication skills.
- A friendly, professional and sensitive approach to working with people.
- Ability to handle confidential information with discretion.
- Confidence working independently, using initiative and knowing when to seek guidance.
- A collaborative approach and willingness to support colleagues within a small team.
- Confidence using standard office software and learning new digital systems.
- Commitment to Jnetics' mission and to providing an accessible, respectful service.

Desirable

- Experience using a CRM, booking system or participant database.
- Experience coordinating events, appointments or programmes.
- Experience producing reports using Excel, including pivot tables or lookup functions.
- Familiarity with the UK Jewish community.

Previous knowledge of genetics is not essential; relevant training and support will be provided.

To apply, please send a CV and covering letter Josh Forman at josh@jnetics.org. Please also contact Josh for any enquiries regarding this post.