



Supporting Healthcare Heroes UK

Administrator to the Chair and Trustee Board

Salary: Voluntary Role (Unpaid)

Location: Remote (UK-wide)

Commitment: Flexible (5 hours a week)

Reporting to: Chair of Trustees

About Supporting Healthcare Heroes UK (SHH-UK)

SHH-UK is the only UK-wide charity supporting all healthcare workers in preventing COVID-19 and living with Long Covid. Founded in 2023, we influence national policy while providing evidence-based information, practical support and advocacy for healthcare workers affected by Long Covid.

Role Purpose

Support the effective governance of SHH-UK by providing administrative support to both the Board of Trustees and the Chair of Trustees. You will help coordinate meetings, maintain governance records, document decisions, provide day-to-day administrative support to the Chair, and ensure the smooth running of Board business.

The ask

Working closely with the Chair and trustees, you'll help ensure Board meetings are well organised, governance records remain accurate, and the Chair is supported with day-to-day administrative tasks. The role requires around 5 hours per week, including attendance at online Board meetings, the monthly online operational meeting, and brief check-ins with the Chair approximately three times each week to review priorities, progress actions and identify any support required.

What You Will Gain

- Experience supporting the governance of a national charity.
- Skills in committee administration, minute taking and record management.
- An understanding of charity governance and trustee responsibilities.
- Experience working with charity leaders and healthcare professionals.
- Ongoing support and mentoring.
- A valuable reference on successful completion of the role.
- The opportunity to make a real difference to healthcare workers living with Long Covid.

Key Responsibilities

- Provide day-to-day administrative support to the Chair of Trustees, including brief check-ins three times a week to review priorities, actions and upcoming tasks.
- Coordinate meetings for the Board of Trustees, including arranging Microsoft Teams invitations, preparing agendas and circulating meeting papers.

- Attend Board meetings, produce accurate minutes and maintain the Board action log.
- Track actions, deadlines and trustee decisions, ensuring decisions made between meetings are formally recorded and ratified.
- Maintain key governance records, including the Register of Trustee Interests and Board documentation.
- Monitor the charity's general enquiries inbox, respond to or forward enquiries as appropriate, and act as the initial recipient of complaints under the Complaints Procedure.
- Support communication and coordination between the Chair, trustees and volunteers to help ensure the effective operation of the charity.

Person Specification

Essential

- Administration or committee support experience.
- Excellent organisational and communication skills.
- Strong written English and minute-taking ability.
- Competent with Microsoft Office and Teams.
- Ability to maintain confidentiality.
- Ability to work independently and meet agreed commitments.
- Commitment to SHH-UK's mission and values.

Desirable

- Experience supporting boards or trustees.
- Knowledge of charity governance.
- Experience maintaining governance records or shared inboxes.
- Interest in healthcare or the voluntary sector.

Support and Induction

You will receive:

- A full induction to SHH-UK's mission, governance arrangements and policies.
- Mandatory online training (safeguarding, equality, diversity and inclusion, and data protection).
- Regular supervision, support and three-times-weekly check-ins with the Chair of Trustees to discuss priorities, workload and ongoing tasks.
- Access to all required digital systems and resources (no personal costs).

How to Apply

Apply through Reach Volunteering with a short supporting statement outlining your interest and relevant skills.

A DBS check and mandatory training may be required.