

Administration Assistant Recruitment Pack

About Us

When I joined Autism Action, I went through the same thought process that anyone applying for a new role goes through, and the one that you will be going through right now. I spoke to family and friends and thought about the future. I asked myself a series of questions about my values and ambitions and how they aligned with the charity and role I was applying to. I hope that this recruitment pack helps you answer those questions.

As Chief Executive at Autism Action it's important to me that anyone interested in a role at the charity shares our ambition – to remove the barriers and stigma that autistic people face every single day of their lives. Our small but passionate and driven charity exists to make a big difference, through funding and commissioning world-leading research, delivering projects which directly impact the lives of autistic people, and campaigning to achieve change. As a small team every person in our charity can make a real and unique contribution. We value the different perspectives that employing people of all neurotypes brings, and we believe in creating a work environment that brings out the best in everyone and gives each member of our team a great experience. We work hard but we do it because we know the scale of the challenge that autistic people and their families face.

We have big plans and need people to join us who will be inspired and inspirational, full of energy and ideas, who will enrich our team and our efforts to make a big difference for autistic people.

I hope like me you find the answers to your questions, that you find our work and mission motivating and that we are a good match for one another. We look forward to your application.

A handwritten signature in black ink that reads "Tom Purser". The signature is fluid and cursive.

Tom Purser
Chief Executive
Autism Action



autismaction.org.uk



info@autismaction.org.uk

Job Description

Job Title: Administration Assistant

Contract Type: Permanent, part-time

Hours: 15 – 20 hours per week (negotiable) with a minimum of 3 hours per day, on at least 4 days each week.

Salary: £24,000 - £26,000 a year (FTE), dependent on skills and experience, pro-rated for 15 – 20 hours per week. For example, based on a full-time equivalent salary (FTE) of £24,000, working 15 hours per week would result in a pro-rated annual salary of £9,600. This will be discussed and agreed with the successful applicant.

Location: Hybrid working, attendance at the Cambridge Office (Byron House, Cambridge Business Park CB4 0WZ) a minimum of two days a week.

Reporting to: Lucy Leet, Senior Executive Assistant

Closing date: Midnight, Thursday 18th December 2025

Inclusive recruitment

We are committed to being inclusive in all we do, including when we recruit new staff. We welcome applications from anybody who believes they have the skills and experience outlined in this pack. We actively encourage applications from candidates who are neurodivergent (such as autistic people or those with dyscalculia), LGBTQIA+, identify as being disabled and/or are from minority ethnic backgrounds.

As part of this commitment, we want your recruitment experience to be positive. Please contact us to request any adjustments you need for the application or interview process. Disclosure of disability or requests for reasonable adjustments will not impact the selection process.

We have worked with autistic people and inclusive recruitment specialists to develop our job description and recruitment pack templates, as well as our hiring processes. In particular, we will avoid vague statements such as 'excellent communication skills' and will instead describe what needs to be achieved and be open to different ways of achieving it. However, there is always more to learn, so if you have suggestions for improvement, please let us know.



autismaction.org.uk



info@autismaction.org.uk

Once in post, we have a process in place to identify requirements for reasonable adjustments and will offer them proactively where required.

Overall purpose of the role

The Administration Assistant will play a vital role in supporting the day-to-day running of Autism Action, helping us deliver meaningful change and improve quality of life for over 2 million autistic people in the UK.

The role holder will be responsible for a range of administrative tasks and will support the Senior Executive Assistant with one-off projects as required, such as event coordination and arranging catering for meetings.

A key part of this role is responding to incoming enquiries via email, social media and other channels from a range of stakeholders, including autistic people and their supporters. It is essential that the role holder respects other people's views, even when they don't agree with them, and remains aware of their own perspectives and potential biases to ensure inclusive and considerate engagement with others. The role also requires the ability to work relatively autonomously and take initiative.

The successful candidate will be motivated to improve life for autistic people - joining a team that is passionate about delivering impact. They will be a strong advocate for ensuring that all opinions are heard and respected.

Main duties and responsibilities

Maintain Supporter Records

- Create new records and update existing records in our Customer Relationship Management (CRM) system for supporters who attend events or take part in research, helping us grow and maintain our supporter network.
- Support team members to accurately log and update donation records in our CRM system, as required.

Manage Incoming Messages

- Monitor the charity's general enquiries mailboxes and respond promptly to messages from the public, showing understanding, sensitivity and respect. Escalate complex enquiries to your manager for support.
- Monitor social media inboxes and comments daily. Identify messages that require a response and pass them on to the relevant team member to respond.
- Responsible for receiving, sorting and distributing incoming post.



autismaction.org.uk



info@autismaction.org.uk

Support Merchandise Sales and Fulfil Orders

- Work alongside other team members to monitor merchandise stock levels to ensure timely reordering and product availability.
- Support the fulfilment of website orders efficiently.
- Help grow our product range by researching new product ideas.

General Administrative Support Duties

- Support the day-to-day running of the office by managing ad hoc administrative tasks as needed, such as ordering equipment and supplies.
- Support recruitment by advertising new roles, managing interview schedules, onboarding new starters, ordering equipment and coordinating induction programmes.
- Assist the Senior Executive Assistant with ad hoc projects to support the wider team.

Person Specification (Who are we looking for?)

Essential

Qualifications

- GCSE or equivalent qualifications, including English and Maths at Grade C/4 or above.

Experience

- Knowledge of and/or personal interest in autism.
- Administrative or office experience (paid or voluntary).
- Experience of managing and prioritising multiple tasks, such as updating records, replying to emails and processing merchandise orders.
- Able to work autonomously and complete tasks on time.

Skills

- Ability to manage and organise incoming messages and keep accurate and up to date records.
- Ability to identify and summarise the main points in messages received to create clear, respectful replies that follow the agreed guidelines.
- Ability to organise and manage own tasks independently.
- Ability to balance ongoing tasks with urgent priorities and meet agreed timescales.



- Ability to work cooperatively with team members, understanding wider team priorities and being flexible with your own tasks to support overall team goals.
- Ability to complete tasks carefully and accurately.
- Ability to maintain a professional approach and demonstrate resilience and positivity.
- Ability to handle sensitive information carefully and responsibly.
- Good working knowledge of word processing and spreadsheet software, such as MS Office Word and Excel.

Desirable (please still apply even if you don't have these)

Experience

- Experience in a relevant environment, such as charity, research, clinical or social work.
- Awareness of current issues relating to autism and community preferences.
- Experience of remote and/or hybrid working.

Skills

- Customer Relationship Management (CRM) systems knowledge - of e-Tapestry, Salesforce or similar.

We are aware that the skills required for this role may be interpreted differently by different people. Our selection process will focus on the desired outcomes, and we are open to different ways of achieving them.

Selection Process

Step 1

To apply, please send your CV (maximum 3 pages) and a cover letter (no more than 500 words) detailing how you match the job description and person specification for this role to info@autismaction.org.uk

Due to the skills required for the role, only written applications will be accepted on this occasion.

Step 2

We will evaluate applications based on how well they match the job description and person specification and invite those with the strongest applications to interview. Disclosure of disability or requests for reasonable adjustments will not impact the selection process.



autismaction.org.uk



info@autismaction.org.uk

We expect to notify all applicants of the outcome of their application within 2 weeks of the closing date.

Step 3

First interviews will be held remotely via Microsoft Teams (support is available if you're unfamiliar with Teams). Interviews are expected to be held in January 2026. If invited to interview, the interview questions, tasks as well as names and photos of the interview panel will be provided at least five working days in advance. You'll also have the opportunity to request any adjustments needed for the interview process.

All candidates will be notified of the outcome of the first interview and whether a second face-to-face interview in Cambridge (CB4 0WZ) is required.

Step 4

We expect to notify all candidates of the outcome of their application within a week of the interviews.

