

Administrator Job Description

Job Title: Administrator

Responsible to: Head of Compliance, Resources and Risk (HCRR)

Hours: 23 hours per week, Monday to Friday (precise working pattern to be negotiated, need to cover morning to early afternoon with a 10am start at the latest)

Salary: £23,966.11pa (pro rata: £14,898 for a 23 hour week)

Role Summary

The postholder will frequently be the first point of contact that external stakeholders have with Care Network, as such it must be delivered proactively and positively. The same standards of professionalism will be expected in providing vital wrap around support to staff across the organisation. It requires a focused individual who quickly completes tasks and can confidently manage their own workload, with enough flex to support across the organisation as required.

Role Responsibilities

Organisational Administration and Support:

1. Deal with queries and requests for support from all members of staff e.g. printing and mailing support, dispatching stationery and PPE in a rapid and efficient manner
2. Management of admin email account and diary accounts, filtering junk email, replying to generic queries and directing important/department specific emails to relevant staff. Setting out of office messages when necessary advising when queries will next be dealt with.
3. Programming diverts into the phone system to ensure cover during bank holidays, annual leave and sickness.
4. Processing any post that arrives in the Hardwick office, removing junk mail and passing onto relevant recipients
5. With the HCRR develop and sustain processes to monitor stock control (including PPE), ordering of stationery and any other resources required by staff
6. Work across the organisation to arrange events, such as full staff meetings, AGM, Volunteer Celebration Event, sending invites, tracking replies, and preparing all necessary literature and materials
7. Undertake any other administrative tasks that would assist a member of staff

Communication and Relationship Management Support:

8. Deal with enquiries from clients, volunteers and other stakeholders, through all contact channels, in a proactive and positive manner, remembering you are the first impression people will receive of CNC
9. Handle all calls arriving in from our main external telephone line, screening as appropriate and diverting them to relevant teams/departments, as necessary.
10. Update standardised literature headline information as required in leaflets or posters
11. Updating and maintaining the organisation's website with minor changes as required
12. Organising printing of literature, keeping abreast of current stock levels

13. Update and manage central bank of photography and film and success stories, ensuring that outsourced social media and marketing support receive timely updates
14. Work alongside marketing support for gathering content across the organisation or distribution to relevant stakeholders of newsletters and information updates
15. Provide stewardship support to donors for CEO and Fundraising, sending out donation acknowledgement and information updates as requested.

Facilities Management:

16. Take confidential paperwork for shredding as required, ensuring spare bags are available. Empty the shredding machine bin as necessary
17. Assist in the smooth running of the office by overseeing delivery of various services including office equipment, postage and deliveries, couriers, booking meeting rooms, cleaning etc

Governance:

18. Maintain up to date database of current members and relevant contact details
19. Provide headline information to CEO and Board in planning of the AGM, e.g., trustees to stand down
20. Develop and maintain process of member recruitment, registration and maintain ongoing member relationship management, working with Community Development team and Volunteering Lead to provide annual questionnaires to members that provide insightful and useful data that enables CNC to better support their members, understanding their concerns and interests
21. Under guidance from LT, update Charity Commission with new trustee details or updates

Additional Requirements:

22. Driving licence and own vehicle to travel to various parts of the county, including our offices in Hardwick and Chatteris as required
23. Flexibility in working hours in to meet business needs
24. Training in unfamiliar systems will be provided

PERSON SPECIFICATION

Qualifications & Training	<p>Essential criteria</p> <ul style="list-style-type: none"> • GCSE English and Maths or equivalent
Experience	<p>Essential criteria</p> <ul style="list-style-type: none"> • Educated to A level or equivalent • Two years' experience in an office environment, including front of house representation - answering phone or emails, answering queries or directing enquiries • Event coordination and planning • Website amendments • Database management & mail merge or key correspondence through letter or email to large recipient list • Maintaining and improving administration systems
	<p>Desirable criteria</p> <ul style="list-style-type: none"> • Experience of using CRM system, such as Charity Log
Skills	<p>Essential criteria</p> <ul style="list-style-type: none"> • Meeting deadlines • Problem solving and multi-tasking • Good communication skills • Proof reading skills, able to maintain an eye for detail and attention when working under pressure • Excellent administrative and organisational skills • A brilliant communicator, in particular an excellent phone manner, numeric and written skills • IT experience with Microsoft Office packages • Ability to work as part of a team, flexible and willing to contribute to group success
Aptitude & characteristics	<p>Essential criteria</p> <ul style="list-style-type: none"> • Self-motivated with a 'can do' attitude and determination • Plans to ensure agreed deadlines are met, and embraces the challenge of managing multiple priorities • Able to form and maintain effective working relationships with colleagues, any CNC stakeholder, and other external parties • Ability to communicate in a polite, friendly, and helpful manner in person • Confident to work independently without constant management supervision