



Job Description

JOB TITLE:	Administrator
LOCATION:	Home-based (occasional travel in the South West region)
HOURS:	Part-time, 14 hours per week
SALARY:	£17,000 pro-rata
CONTRACT:	1 year Fixed Term initially (6 month probationary period)
RESPONSIBLE TO:	Volunteer Coordinator

Job Purpose

We are seeking a skilled Administrator to join our team of 10 paid staff and 200 volunteers. The growth and diversification of our charity means the need for this new role. We are looking for an individual who can work effectively and efficiently within a remote team in which all staff are home based. The ability to self-motivate, multi-task, and use your initiative is essential for this position. The ideal candidate will be resourceful, a good problem solver and highly organised. Ensuring a steady completion of workload in a timely manner is key to success in this position.

This Job Description and Person Specification is to be read alongside the Briefing Note for Applicants.

This position may include occasional weekend work and occasional travel within the South West region.

Main Duties

- To provide administrative support to the CEO and Operations Manager
- To assist with volunteer recruitment, retention and training, including:
 - responding to volunteer enquiries and applications
 - seeking volunteer DBS checks and references
 - maintaining the volunteer database
 - contacting volunteers to maintain interest and check availability
 - administration of volunteer training events and related monitoring processes
 - administrative support for Circle monitoring processes
- To administer the delivery of training events for professionals, including:
 - events promotion
 - responding to enquiries
 - maintaining training database
 - creating and circulating joining instructions

- administration of events
- creating evaluation reports
- To administer the provision of group-work for service users, including:
 - communicating with service users, providing them with relevant information
 - coordinating meetings
 - liaising with referrers to source information and provide feedback
 - maintaining group-work database
- To identify, investigate and book suitable community venues for meetings, training and other events
- To contribute to data monitoring and analysis for reporting and evaluation purposes
- To design, create and format flyers, reports, presentations and workbooks in accordance with organisational brand
- To take and produce meeting minutes
- To assist with social media and website content management
- To undertake any other administration tasks required in support of the charity's operations
- To complete assigned tasks with competence, accuracy and within given deadlines
- To maintain strict confidentiality in respect of volunteer, service user and staff information and work at all times within GDPR parameters
- In common with other Circles South West staff the post-holder will be required:
 - To actively partake in regular line-management supervision and annual appraisal
 - To attend and contribute to team meetings
 - To prioritise safeguarding at all times
 - To promote, monitor and maintain health, safety and security in the working environment

Person Specification

JOB TITLE: Administrator

LOCATION: Home-based

REQUIREMENT	E S S E N T I A L	D E S I R A B L E
Knowledge & Skills <ul style="list-style-type: none"> • Relevant professional experience • Relevant professional qualification • Strong communication skills, verbal and written • Excellent IT literacy • Proficient in Microsoft Office programmes: particularly Word, Excel and PowerPoint • Excellent administration skills 	✓ ✓ ✓ ✓ ✓	✓
Experience <ul style="list-style-type: none"> • Experience of working with the public • Experience of working with volunteers • Experience in multi-tasking projects • Experience of working with a charity • Experience of working independently 	✓ ✓ ✓	✓ ✓
Ability <ul style="list-style-type: none"> • Ability to work effectively, efficiently and to deadlines • Ability to work accurately to ensure all data is without error • Ability to work co-operatively as part of a team • Strong communicator who understands their diverse audience • Confident and assertive individual with the ability to remain calm under pressure 	✓ ✓ ✓ ✓ ✓	
Other <ul style="list-style-type: none"> • Willingness to work occasional weekends (with notice) • Willingness to occasionally travel within the south west region • Satisfactory DBS clearance • Satisfactory references 	✓ ✓ ✓	✓
Managing Diversity <ul style="list-style-type: none"> • Recognises and embraces the unique potential that individuals from differing backgrounds, experiences and perspectives bring to Circles South West 		