



Job Description

Post title	Administrator
Contract	Part-time, Permanent
Salary	£17,316 FTE (£9,828 pro rata - £9 per hour)
Pension	2% Employer Contribution
Hours of work	21 per week
Holiday entitlement	28 days annual leave including statutory bank holidays (pro rata)
Place of work	Kettering, Northamptonshire
Based at	Accommodation Concern HQ, Kettering, Northamptonshire
Accountable to	Charity Manager / Delegated Associates

Purpose of the Job

To undertake a range of administrative duties and tasks to support the charity's Board, offices, activities and team.

Main Responsibilities

1. Undertake a variety of administrative tasks including:
 - Reception
 - Telephone response and messaging
 - Email response
 - Drafting letters and other correspondence
 - Maintain postal processes
 - Filing
 - Photo copying
 - Co-ordinate meetings and disseminate papers
 - Developing and monitoring a range of paper and digital systems and processes
 - Stationery and generic office supplies ordering
 - Minute taking
 - Document collation and distribution
 - Mailing list development and monitoring
 - Marketing distribution
 - Updating Social Media accounts
 - Handling petty cash
2. To adhere to the charity's policy and procedure.
3. To attend meetings and training as necessary.

4. Undertake any other reasonable duty commensurate within this role as directed.

Annual objectives will be set for this role which will be used to monitor and evaluate performance within the appraisal system.

This job description may be subject to review in light of the developing organisation and in consultation with the post holder

September 2018

Person Specification

Theme & Measure	Essential Criteria	Desirable Criteria
Education & Qualifications		
<i>Certificates</i>	GCSE Maths & English or equivalent	Level 3 Business & Administration
Experience		
<i>Application Form, Interview & References</i>	2 years' experience within a comparable administration role in any sector	Third sector administration experience
		Experience of working with volunteer personnel
Knowledge and Understanding		
<i>Application Form & Interview</i>	Knowledge and abilities in using Microsoft Office Professional package	Knowledge and abilities in using social networking platforms
	Knowledge and abilities in using www and email	
	Proficient in customer services and communication	
	Proficient in document preparation and accuracy	
	Proficient in taking and drafting meeting minutes	
	Using databases	

Theme & Measure	Essential Criteria	Desirable Criteria
Aptitudes and skills		
<i>Application Form & Interview</i>	Ability to understand diverse data, interpret and formulate	
	Ability to manage small petty cash transactions	
	Excellent communication skills	
	Ability to critically analyse processes and systems and formulate improvement plans	
	Ability to work independently	
	Ability to work professionally and diligently	
	Ability to produce and present diverse reports to various audiences	
Personal Attributes		
<i>Application Form & Interview</i>	Excellent organisational and time management skills	
	Possess self-discipline	
	Exhibit professionalism and integrity	
	Ability to work effectively within a team	
	Honest and trustworthy	
	Reliable and diligent	
	Commitment to equal opportunities and anti-oppressive practice	