

Job Description

Administrator/PA

Role Summary

- Undertake day to day administrative responsibilities to ensure a smooth Charity operation
 - Provide PA support to CEO
 - To facilitate HR administration
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Reports To CEO

Responsibilities

Record Keeping

- Maintain and update CRM of student records (currently using Donorfy)
- Train other staff to use Donorfy
- Provide booking system for holiday club

HR

- Keep HR records up to date on SharePoint
- Working with the CEO to provide information for staff and policy updates
- Working with Operations Manager to maintain training matrix
- Manage recruitment process

Compliance

- Maintain Charity 'DBS Log' by undertaking all DBS check requests
- Provide and present information using spreadsheets/charts/reporting data as required
- Support CEO with the preparation of papers for Board of Directors
- Keep calendar of meetings, policies and other renewal dates
- Support Operations Manager in compliance related issues

General Office

- Responsible for running the 'office'
- Answer incoming telephone calls, greet and sign in visitors
- Monitor and distribute emails sent to general enquiries inbox
- Maintain general stock required for the building facilities such as refreshments, stationery and cleaning equipment
- Manage day-to-day petty cash

Organisational Support

- Assist the Senior Leadership Team with projects
- Keep and update evaluation schedule for tutors
- Assist with external events
- Advise staff on basic IT issues

The responsibilities of this role will normally include all duties described in this Job Description and any additional or different duties, as may be required from time to time.

Person Specification

	Essential Criteria	Desirable Criteria
Qualifications, experience and background	<ul style="list-style-type: none"> • Previous experience of providing administrative support in an office environment with changing priorities and the ability to respond appropriately • Experience in maintaining office procedures to support key operations 	
Specific skills/knowledge	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Organised and efficient with the ability to multi-task and prioritise competing priorities • Highly competent in standard software packages, in particular Microsoft Office 365 and its components • Proactive approach to working with operational teams in order to provide timely and appropriate support 	<ul style="list-style-type: none"> • Ability to suggest and provide organisational alternatives • Broad IT proficiency
Personal Attributes	<ul style="list-style-type: none"> • Ability to prioritise workload and work to deadlines • Self-sufficient and confident to make decisions within the boundaries of the role • Ability to work collaboratively, take direction and work within a team • Ability to work in an organised manner and to be discreet where appropriate • Problem-solving skills and the ability to come up with creative solutions to issues 	<ul style="list-style-type: none"> • Ability to keep calm when things go wrong and then find a solution
Other Requirements	<ul style="list-style-type: none"> • Comfortable working in a dynamic and lively setting 	<ul style="list-style-type: none"> • Willingness to support evening and week-end events