

County in the Community' Charitable Trust (CitC) are seeking candidates to fill the following role:

Charity Administrative Officer

Job Description and Person Specification

JOB TITLE: Charity Administrative Officer

SALARY: Grade 5 Scale 25 £23,067(pro rata).

HOURS: 16-hours based on 2-days per week. You will be required to occasionally stay later to assist at events/Trust meetings.

HOLIDAYS: To Be Discussed

CONTRACT: 16 hour part-time

REPORTING TO: Chief Executive Officer

LOCATION: Fair oak House, 15-17 Church Road, Newport NP19 7EJ

PROBATIONERY PERIOD: 3 Months

JOB SUMMARY

To provide professional, efficient and effective administration support to CITC, ensuring efficient and effective running of the charity office and daily business.

To support the Board of Trustees, Chief Executive Officer and Sports Development Team in the management and administration of its daily functions and representing the organisation as their main contact for the various media outlets and stakeholders.

SKILLS REQUIRED

Communication and people skills: Often being the first point of contact, the Charity Administrative Officer will need to possess excellent communication skills. The image of the organisation and its services relies heavily on the ability of the post holder to communicate effectively and sympathetically with a wide variety of people including staff, trustees, volunteers, various media outlets and stakeholders.

Time Management Skills: The postholder will need to possess excellent time management and organisational skills to be able to deal with a multitude of tasks and a range of priorities.

Information Technology Skills: The postholder will need strong IT skills and be competent in the use of most office applications including Office 365, online portals and web-based applications.

Problem Solving Skills: The postholder will need to be practical, proactive, calm under pressure and able to use their initiative. An understanding of office management and previous experience in the voluntary sector and charity governance would be advantageous.

MAIN DUTIES AND RESPONSIBILITIES

Liaise with the CEO daily regarding the events of the day and future activities and follow up resultant actions.

Liaise with other staff, the charity's trustees and external organisations to arrange events and other activities.

Attend occasional events and workshops as requested by the CEO.

Prepare external communications to relevant stakeholders, liaise with media contacts and monitor coverage of the organisation.

Administrative support to the charity office including compliance with all relevant external governance (e.g. Charity Commission).

Be responsible for the smooth running of the office, dealing with enquiries by telephone, email and post, and maintaining filing systems (both electronic and hard copy).

Filter telephone calls before passing them to the necessary person. Take and relay accurate and timely messages and answer questions where possible and make notes of conversations as required.

Deal with visitors to the organisation in an appropriate and personable manner.

Set up meetings, book meeting rooms and coordinate events accordingly.

Assist with keeping contact databases and records up to date, including forwarding any data protection queries to the relevant team.

Maintain office supplies and orders, creating purchase orders accordingly.

Draft, type and dispatch charity office correspondence as requested.

Attend occasional evening and weekend fundraising /charity events and exhibitions as required.

Attend meetings of the charity's Board of Trustees and senior management team, take minutes and process accordingly.

GENERAL RESPONSIBILITIES

To understand, adhere to and actively implement all the policies and procedures of CitC and its services at all times.

To operate and comply with the provision of the General Data Protection Regulation and relevant CitC policies on data protection during the course of undertaking the role.

To safeguard children, young people and vulnerable adults at all times.

To undertake training as required.

Assist with other work, events and projects as needed.

To undertake additional tasks reasonably requested by the CEO and the Board of Trustees.

ADDITIONAL TRAINING PROVIDED

As well as general on-the-job-training, the successful applicant will also be required to train for the following key roles and areas of responsibility:

First Aid Officer

Fire Warden

Following interview, the successful applicant will be required to be DBS compliant and the two referees provided at the application stage will be contacted for appropriate references.

To apply, please complete the application form provided and send to:
 County in the Community
 Fairoak House
 15-17 Church Road
 Newport
 South Wales
 NP19 7EJ
 or by email to: community@newport-county.co.uk

Please note that the closing date for applications is Monday 19th April at 5.00pm. Shortlisting will take place on Wednesday 21st April, unsuccessful applicants will not be contacted. Interviews to be held on Wednesday 28th April 2021 (if unavailable we will try to accommodate where possible).

PERSON SPECIFICATION - Administrative Officer

		Essential	Desirable	Method of Assessment
Experience & Education	Experience of handling incoming calls to an organisation from a wide variety of callers	X		Application/ Interview
	Experience of being in an administration role	X		Application/ Interview
	Experience of database management	X		Application/ Interview
	Experience in a small Charity environment		X	Application/ Interview
Skills and Knowledge	Adept at communicating verbally with a wide range of people	X		Application/ Interview
	Excellent written communication skills	X		Application
	Exceptional organisational skills	X		Application/ Interview
	Good IT skills including the ability to use Excel and databases, and to learn unfamiliar packages quickly and effectively	X		Interview
	Ability to work within the bounds of confidentiality	X		Application/ Interview
	Ability to work collaboratively with other staff/trustees	X		Application/ Interview
	Ability to maintain quality and organisational procedures for the efficient running of the Charity	X		Interview
	Able to form effective working relationships with stakeholders/external organisations	X		Interview
	Excellent interpersonal & listening skills	X		Application/ Interview

	Ability to think and work independently when needed	X		Application/ Interview
	Have an excellent attention to detail	X		Interview
		X		Application/ Interview
Qualifications	A relevant administrative qualification or evidence of formal training	X		Application/ Interview
	To hold, or willingness to work towards relevant qualifications	X		Interview
	A recognised first aid qualification		X	Application/ Interview
Values and Attributes	Committed to providing opportunities within communities across South East Wales	X		Application/ Interview
	Flexibility and willingness to go the extra mile in order to support a thriving community	X		Application/ Interview
	Ability to remain calm under pressure	X		Interview