

TEAM ADMINISTRATOR

REPORTS TO: CEO

HOURS OF WORK: Full time (35 hours per week)

SALARY: £24,000 – £26,000 (dependent on experience)

LOCATION: London, SE1 with some travel to attend meetings and events as needed

Additional Benefits: Contributory pension scheme, interest free season ticket loan, 25 days holidays

Job Purpose:

This is a key post. BSF is a growing charity which requires effective and efficient office systems. The post holder is expected to be proactive in ensuring the smooth running and integration of all office based activities, as well as providing essential administration support for the team, in particular the Finance Function, Fundraising and the CEO. You will take pride in providing help and support to all staff and the Board as required.

We're looking for someone who is self motivated and shows initiative and flexibility, taking responsibility for a wide range of tasks and checking their own work. This role would suit someone with a good foundation of administrative skills and experience, including working on databases. In this growing organisation there is flexibility and room for the successful applicant to develop professionally and make their mark.

Job Description:

Office administration

- Responsibility for providing effective and efficient office administration processes and systems;
- Daily responsibility for post opening and distribution, plus outgoing mail and parcel collection;
- First point of contact on the phone;
- Responsible for stock of stationary, furniture and equipment and ordering as needed;
- Be responsible for general tidiness and organisation of the office;
- Be the first point of contact for IT and phone systems; liaise with relevant suppliers to deal with any issues;
- Develop office systems and processes to improve efficiency, effectiveness and in response to changes;
- And be responsible for the Info@ email address, forwarding queries promptly to the appropriate person.

Database coordinator

- To provide database support across teams, resolving issues arising from the day to day running of the database where possible or escalating to database provider;
- Be the key contact for the database providers, liaising as needed on any issues;
- To provide new starter database training and update training for existing users;
- Oversee the maintenance of the database, ensuring data is up to date and accurate;
- Maintain policies, procedures and user guides for all aspects of database use;
- Ensure that the ways of working with the database are developed and improved to assist with the supporter experience and efficiency of the team;
- To provide and develop as necessary, reports, mailing lists and handle queries to support the fundraising team and others, with support from Salesforce;
- Support the Data Protection Officer, to carry out requirements of GDPR.

Financial administration

- Work with the Finance Manager to ensure that all income administration and financial transactions are processed as required;
- Weekly reconciliation and batching of income on the bank statements and inputting details to Salesforce;
- To process all incoming post according to the Finance and Admin procedures;
- Oversee donation systems including PayPal, Worldpay, VirginMoneyGiving, Justgiving and PDQ processing;
- Monthly reconciliation of credit card expenditure;
- Ensure that Gift Aid opportunities are fully exploited, that documentation meets HMRC requirements and that claims are prepared twice a year;
- Admin support for the Finance Manager, including filing, payment admin, contacting suppliers, reports;
- Any other Finance duties as agreed.

CEO and staff support

- Provide administrative support and diary management for the CEO as needed;
- Organise meetings, booking travel and accommodation for the CEO, Board members and staff as needed;
- Provide HR admin support to the CEO e.g. for recruitment, induction and DBS checks;
- Ensure new staff have resources set up for them on their first day: PC, email address and phone, in liaison with line managers;
- Volunteer support, induction and supervision, including work experience placements;
- Support the Communications Officer to monitor activity on Facebook support groups.

Board and Committee Management

- Take minutes at all full Board and subcommittee meetings;
- Maintenance of accurate and up-to date records for trustees
- Liaison and communication with trustees, including organising meetings and venue booking.

Facilities

- Liaise with office suppliers, ensuring contract compliance and value for money;
- Responsible for maintaining systems, risk assessments and records in line with the Health & Safety policy;
- Arrange regular PAT testing of electrical equipment;
- Be the Fire Officer for the Brain & Spine Foundation.

Fundraising administration and support

- Provide efficient administrative support to the fundraising team;
- Respond to email and phone enquiries and direct to other fundraising team members as required;
- Process donations as they come in, working with the Finance Manager to code and record correctly;
- Maintain a record of all donations and provide the Head of Fundraising with monthly income updates;
- Thank donations promptly and in line with the team's stewardship plan;
- Maintain supporters' records on our database: logging all contact, recording actions and using query and reporting functions as required;
- Coordinate volunteer support for fundraising;
- Work with the Fundraising Team to fulfill the stewardship programme for our event participants - providing support materials before events, keeping in touch throughout and thanking afterwards;
- Source materials and monitor stocks of fundraising materials e.g. banners, t-shirts etc;
- Keep track of and provide reports on event participants' progress towards their targets by monitoring their fundraising pages and correctly attributing donations on our database;
- Contribute to the development of fundraising team procedures to ensure the team is working efficiently and maximizing time and resources;

- Act as first point of contact for community fundraisers looking to organise events in aid of us and support them with advice, materials and information;
- Support with mailings to our individual supporters e.g. our Christmas Appeal;
- Keep track of regular givers who donate by direct debit and work to grow that pool of supporters;
- Assist in gathering information to inform funding applications and update reports;
- Support the overall Fundraising Strategy.

General duties

- Act as an ambassador for the charity both internally and externally;
- Ensure that all supporters know their support is recognised and appreciated by thanking promptly and making and responding to emails and phone calls in a friendly, professional manner;
- Keep up to date with best practice in fundraising and comply with relevant legislation;
- Participate in team meetings and other meetings as required;
- Adhere to all the Charity's policies, procedures and working practices;
- Contribute to achieving the overall objectives of The Brain & Spine Foundation;
- Occasional evening and weekend working in order to attend events;
- Undertake other duties as may reasonably be expected of the role as required by senior staff or the CEO.

Person Specification

Essential:
Some previous experience in an Administration role
Good written communication including grammar and spelling
Good verbal communication skills with the ability to build positive relationships at all levels
Good organisational skills; ability to prioritise and plan a varied workload and work to deadlines and targets
Good IT skills, including MS Office, Outlook and Internet; comfortable working with technology
Strong numerical skills; confident in working with numbers
Ability and willingness to juggle a wide range of tasks and prioritise appropriately
Good time management
Self-motivated, able to work on own initiative with minimal supervision
A team player, able to work in a small team and contribute to the direction of the fundraising team and the wider organisation
Flexible and adaptable with a problem solving approach and open to taking on new challenges
Excellent accuracy and attention to detail
A hard working self-starter, with a drive to succeed
A friendly, warm personality and positive manner; able to deliver strong customer care
Discretion and confidentiality
Willing to undertake occasional evening and weekend work*
Desirable:
Ideally educated to degree level or equivalent
Experience of using a CRM database
Experience of minute-taking
Awareness of issues surrounding health and disability
A commitment to the policies and aims of the charity

*BSF operates a time off in lieu scheme (TOIL) for any overtime worked