

# JOB DESCRIPTION

## Charity Administrator



Job Title: Charity Administrator

Salary: £20,000 pro rata

Benefits: Automatic enrolment in NEST pension, with opt-out facility

Hours: 22 hours per week initially, with potential for increase. Work pattern to be agreed.

Holidays: 5.6 weeks pro rata (1.6 weeks of this taken during the 2 week Christmas closure)

Contract: 12 months fixed term, renewable subject to performance and funding approval

Reporting to: Services Manager

Location: Mencap Centre, 56 Mildmay Road, CM2 0DZ

### JOB SUMMARY

To provide professional and personable administrative support to CCM, ensuring efficient and effective running of the charity office and services delivery.

To support the senior management team and the board of trustees to achieve daily goals and long-term strategic aims.

To manage the charity's volunteers, DBS administration and health and safety requirements.

### OVERVIEW OF CCM

City of Chelmsford Mencap is a registered charity which was established in 1951. It provides lifelong learning, social opportunities and specialist support for people with a learning disability in mid-Essex. We currently support 350 people and are actively seeking to increase our reach.

The charity is affiliated to Royal Mencap Society (RMS) but is an independent, local, charity and receives no direct funding from RMS or government.

CCM's mission is to nurture, empower and celebrate every individual impacted by learning disability by enabling their own unique sense of belonging, dignity, resilience, independence and achievement.

In 2020, City of Chelmsford Mencap received the Queen's Award for Voluntary Service, the highest honour for voluntary groups. This award recognised the strong voluntary ethos that runs through our charity, from the trustees to the occasional voluntary supporter.

## **OVERVIEW OF THE OPPORTUNITY**

We are seeking to engage a self-motivated, energetic and diligent Charity Administrator to work with the charity team and to support the activities of the organisation. The ideal candidate will possess a wide range of skills and be committed to playing a key role within a small and dedicated team, supporting the staff, the board of trustees, and the organisation's activities.

The successful candidate must have excellent oral and written English, be highly proficient in the use of office IT software and be able to demonstrate a high degree of professionalism. They will relish the opportunity to help shape the support function of an award-winning charity and be able to enthuse and inspire its service users, colleagues and supporters.

This passion and proactivity will be rewarded by becoming a key member of a warm and supportive team and the opportunity to complete a Level 3 qualification in Business Administration.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Duties and responsibilities to the senior management team and the Board**

Liaise with the senior management team regularly and fulfil administrative tasks required for the delivery of services.

Liaise with the Care and Learning Co-ordinator and Senior Support Lead regarding the events of the day and follow up resultant actions.

Provide administrative and project support to the senior management team and the Board/Chair, including communication with external parties.

Support the management team and trustees to make effective and efficient use of their time and resources, including conducting research, assisting with reports, presentations and grant monitoring and coordinating the operational preparations for meetings and training.

Assist with the smooth preparation of board and committee meetings and the annual general meeting.

Support compliance with applicable laws, Charity Commission requirements and CCM policies including the Data Protection Act, Human Resources and Health and Safety policies.

Manage DBS administration, including facilitating, evidencing and recording new and repeat checks.

Manage health and safety procedures and facilities maintenance, to ensure a healthy and safe environment for all service users, volunteers, employees, visitors and visiting professionals. Ensure health and safety policies and procedures are commensurate with applicable health and safety legislation.

Co-ordinating the recruitment, induction and deployment of volunteers, including responsibility for the recruitment process and maintaining accurate records.

Provide support to CCM's onsite supervisor for students on work experience placements.

### **Administration of the charity office**

Be responsible for the smooth running of the charity office, and assisting with the day to day operational administration of the charity's services.

Manage general enquiry email inboxes.

Take and field telephone calls, including triaging enquiries and taking and relaying accurate and timely messages when required.

Be responsible for the handling and processing of incoming post.

Welcome visitors to the organisation in an appropriate and personable manner.

Organise and maintain efficient administrative systems including office filing, data entry, record-keeping and service delivery/attendance, mailing lists and donor/supporter databases.

Undertake word processing, electronic communication, telephone communication, filing, printing and photocopying work as required by the charity team.

Draft, prepare and dispatch charity office correspondence as requested.

Ensure the efficient running of the IT and office systems, including liaising with IT users, the charity's outsourced IT service provider and other contractors and suppliers as required. Arrange the servicing of office equipment when required.

Attend occasional evening and weekend charity events as required.

Format charity policies and documents in line with brand guidelines.

### **General Responsibilities**

Understand, adhere to and actively implement all the policies and procedures of CCM and its services at all times.

Adhere to, and promote, the importance of confidentiality and equality and diversity policies and procedures.

Operate and comply with the provisions of the Data Protection Act 1998 and relevant CCM policies.

Safeguard children, young people and vulnerable adults at all times.

Undertake fire warden and first aid duties.

Contribute to formulation of, and adherence to, risk assessments.

Complete training as required.

Assist with other work, events and projects as needed.

Perform additional tasks reasonably requested by the Board and senior management team.

### **Additional Training**

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:

- Fire Warden
- First Aid Officer
- Health and Safety
- Safeguarding of Vulnerable Adults
- Volunteer Management

In addition, there may be the opportunity to undertake a Level 3 qualification in Business Administration.

An enhanced DBS check is required for this post and will be arranged by the charity.

This job description is subject to review depending on the needs of the charity and its services.

# PERSON SPECIFICATION

## Charity Administrator



Competency	Specification	Essential	Desirable
Qualifications	GCSEs (or equivalent) in English and Mathematics at A*-C	✓	
	Relevant qualification in Business Administration and/or IT		✓
Skills and abilities	Excellent customer service skills and telephone manner	✓	
	Ability to build rapport with people from diverse backgrounds and with different communication styles	✓	
	Excellent IT skills; proficient in the use of Microsoft and Google applications. The ability and willingness to explore and use new or unfamiliar software	✓	
	Excellent verbal and written communication skills	✓	
	Ability to prioritise own workload and use initiative	✓	
	Ability to work well under pressure and meet deadlines	✓	
Knowledge	Good knowledge and understanding of data protection principles	✓	
	Knowledge of workplace Health and Safety requirements		✓
	Awareness of safeguarding principles and reporting procedures		✓
	Understanding of the common inequalities and challenges experienced by people impacted by learning disability		✓
Experience	At least two years' experience in an administrative role	✓	

	Establishing and maintaining office systems	✓	
	Working with the general public	✓	
	Working with people with a learning disability and/or their carers		✓
	Supervising/working with volunteers		✓
	Project management		✓
	Meeting workplace Health and Safety requirements		✓
Values and personal attributes	Non-judgmental	✓	
	Empathetic and sensitive to individual needs and preferences	✓	
	Willingness to engage in learning and further training	✓	
	Flexible in approach	✓	
	Resourceful and proactive	✓	
	Calm under pressure, patient and friendly	✓	
	Commitment to CCM's values, vision and mission	✓	
Other	Enhanced DBS check	✓	
	Right to work in the UK	✓	

For more information and an application form, please email our Services Manager Grace Lidstone: [grace.lidstone@cityofchelmsfordmencap.co.uk](mailto:grace.lidstone@cityofchelmsfordmencap.co.uk)