

Job Title	Administrator
Reports to	Charity Director
Direct reports	None
Hours	25 Hours Per Week
Salary	£23,000 pro rata

Main Purpose of Job

Provide administrative support to SSNAP

Position in Organisation

Reports to the Charity Director

Duties and Key Responsibilities

General Administration

- The first point of contact in the SSNAP office for all enquiries
- Responding to enquiries via Facebook and other social media platforms
- Managing the initial contact SSNAP email address
- Ensuring the office is well organised and well equipped
- Taking minutes of meetings when requested
- Ensure that all documents are filed and the filing system is efficient and fit-for-purpose
- Maintain the stock of the SSNAP shop
- Ensure that the right levels of stock of stationary and promotional materials are available
- Supporting other SSNAP staff with administrative duties
- Management of cash in office, including administration of the Parent Transport Fund
- Invoice processing
- Maintenance of the donations database
- Communications with donors and supporters
- Supporting the Fundraising Manager by responding to enquiries and requests for information, organising events and recruiting volunteers
- Administer any mail outs, either by post or email
- Any other duties commensurate with the role

General Duties

In addition to the specific duties and responsibilities outlined in this job profile, all SSNAP employees should be aware of their specific responsibilities towards the following:

- To adhere to all health and safety and fire regulations, and to co-operate with the Charity in maintaining good standards of health and safety
- To uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equality and diversity within the Charity.
- Demonstrate a commitment to on-going registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role.
- Good working knowledge and understanding of SSNAP's aims and objectives through its core values and behaviours

All employees are expected to be competent with the use of technology and information systems, and understand their duties and responsibilities with regard to the appropriate use of personal data including sensitive personal data.

Key Competencies for Role

Team Work

- Works closely with other members of the SSNAP team to achieve our collective goals

Communicating with impact

- Communicates clearly and checks others have understood
- Listens to others' views, seeks clarification where needed

Delivering Outcomes

- Builds strong relationships providing excellent care and service
- Plans own work and prioritises to meet goals, communicates and collaborates with others
- Through effective communication gets things done within agreed deadlines and standards

Honesty and integrity

- Speaks positively about SSNAP and our work
- Treats all others fairly and consistently and with respect

Resilience

- Responds positively to change and encourages others to do so
- Flexible and adaptable to changing needs and responsibilities

Qualifications

- Good level of general education
- IT literate and numerate

Experience

- General Administrative experience is essential in this role; the post holder is required to take initiative and be able to prioritise their workload

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