

Role Description

Job Title	Administrator
Working Location	Remote
Accountable To	Director of Operations
Role Type	Volunteer

Role Summary	The Administrator will provide essential support to ensure the smooth running of the charity's operations. This role involves managing administrative tasks, maintaining records, supporting staff and volunteers, and helping to ensure compliance with charity regulations. The post-holder will be a key part of a small, dynamic team and contribute to the efficient functioning of the organisation.
Key Responsibilities and Accountabilities	<ul style="list-style-type: none"> • Monitor the charity's enquiries inbox and reply to or refer enquiries to other colleagues, • Draft communications as directed to internal and external recipients, • Arrange meetings with external contacts as directed, • Confirm course bookings, send joining instructions and certificates to attendees to the charity's courses, • Attend meetings and take minutes when available, • Maintain accurate records of donors, volunteers, and beneficiaries, • Coordinate meetings, events, and training sessions, including booking venues and preparing materials, • Other tasks as agreed with leaders and the post-holder.
Working Pattern and Commitment	We're looking for someone who can commit to 1 hour a week or 4 hours a month. Our volunteers work flexibly, the volunteer would determine when they could complete the work at times to suit them. The volunteer will primarily work from home but will have access to our office space in Rochester.

Person Specification

Professional Experience		
Essential/Desired	Criteria	Assessment Method
Desired	Experience in administrative roles.	Application, Interview
Desired	Experience of working/volunteering in charities	Application, Interview
Skills and Abilities		
Essential/Desired	Criteria	Assessment Method
Essential	Confident in using Office apps (Outlook, Word, PowerPoint and Excel)	Application, Interview
Essential	Discretion and ability to handle confidential information sensitively	Application, Interview
Personal Attributes		
Essential/Desired	Criteria	Assessment Method
Essential	Ability to work independently and as part of a small team	Application, Interview