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| Job Title: | Administrator |
| Organisational Level: | Administration Support |
| Hours: | 37.5 – Monday to Friday  | Status: | Permanent |
| Accountable to: | Senior Administrator / Office Manager | Responsible to: | Senior Administrator / Office Manager |
| Remuneration:Per annum | £22,000 – £25,000 | Responsible for: | N/A |
| Location: | SpecialEffect Office Charlbury |
| Date produced: | 20/09/2021 | Date for review: |  |

SpecialEffect is an award-winning UK charity that exists to help severely physically disabled people to get more out of life by giving them access to video games and technology. Known as the gamers’ charity, gamers and gaming communities are at the heart of both our work and those who make that work possible – our amazing supporters.

**Main purpose of job:**

To work as part of a team to provide administrative support to all areas of the charity, including the Assessment Support Team, Fundraising and Communications, Finance, HR and general administrative support.

**Main Areas of Responsibility:**

• Implementation and ongoing maintenance of all office policies, procedures and systems

• Day-to-day running of the office

• Arranging meetings, recording and presenting minutes

• Processing enquiries from service users and fundraisers

• Ordering of supplies within the budget guidelines of the organization

• Organising couriers, hotels, travel and liaising with the relevant parties

• Obtaining authorisation for expenditure

• Keeping vehicle maintenance / MOT’s / Services up to date. Ensure vehicles ready for use.

• Organising and maintaining paper documents and computer–based information including confidential and sensitive information

• Proof-reading of documents prior to publication

• Use of computer software and systems

• Liaising with members of staff as well as with outside agencies

• All areas of the charity with telephone calls, postage and packaging, documentation, external bookings

**Other responsibilities:**

• Adhere to and comply with organisational policies, procedures and guidelines at all times

• Take responsibility for personal health and safety and that of colleagues and visitors

• Implement Risk Management Strategies and other Procedures

• Comply with the charity’s policy on confidentiality and the Data Protection Act

• Act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

**Key working relationships:**

Wider Office and Administration team.

## Person Specification:

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| **Factors** | **Essential** | **Desirable** | **Recruitment Selection Method****(A**pplication**, I**nterview**, As**sessment**)** |
| **Knowledge, Experience, Qualifications, Professional Memberships & Training**  | * *Working knowledge of Microsoft Office computer software packages*
* *Excellent attention to detail and the highest standards of customer care*
* *Be educated to GCSE level standard or equivalent*
* *Have demonstrable experience of administration*
* *Be IT literate including MS Office*
* *Have a clean driving licence and access to own transport*
 | * *Be educated to A level / degree standard or equivalent*
* *Evidence of relevant administrative related experience*
* *Have experience in using a CRM database*
 | *Application, Interview and Assessment* |
| **Communication, Engagement & Relationships** | * *Have commitment and a conscientious approach to work*
* *Have a responsive, cheerful and helpful manner*
* *Have proven reliability, excellent time-keeping and attendance record*
* *Be able to work equally effectively whether as part of a team or independently*
* *Ability to communicate effectively both in writing and verbally*
* *A real team ethic in working across the charity as a whole*
 |  | *Application and Interview* |
| **Analytical, Problem Solving & Judgement Skills** | * *Be flexible, prepared to change priorities as required, and capable of using initiative, tact and discretion*
* *Maintain confidentiality as required*
* *Meticulous and able to see activities from beginning to end*
* *Have excellent analytical skills*
* *Empathy with the charity’s aims and objectives*
 |  | *Application and Interview* |
| **Planning & Organisational Skills** | * *Able to methodically plan, manage, monitor, advise and review risks and issues and provide resolution*
* *Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines*
* *Possess excellent organisational and time management skills*
 |  | *Application and Assessment* |
| **Standards & Compliance** | * *To be able to operate competently regarding managing data and information in accordance with the Data Protection Act (DPA) (2018) and the General Data Protection regulations (GDPR).*
 |  | *Application and Assessment* |
| **Equality, Diversity & Inclusivity**  | * *To operate with respect and inclusivity for all.*
* *To recognise the positive differences in others from an equality and diversity perspective.*
 |  | *Application and Interview* |
| **Personal / Professional Development**  | * *Evidence of professional development, with a keen interest to further develop skills.*
 |  | *Application and Interview* |

*This job description is a broad reflection of current duties, but it is not exhaustive. It will be reviewed on no less than an annual basis to reflect priorities and developments during the on-going appraisal and performance review process and any organisational change arising*