**Office Administrator Job Description**

**Job Description**

**Salary: Point 18 on the NJC APT&C Salary Scale (currently £18,070 pa pro-rata)**

**Hours: 20 hours per week**

**Location: Barnstaple**

**Responsible to:** Chief Officer, North Devon Voluntary Services Ltd

**Purpose of the Post:**

The purpose of the post is to ensure that the CVS:

- has effective, consistent, administrative systems to support the work it provides to local voluntary and community groups

- has a welcoming and well run office

- offers relevant and practical office-based services

- Chief Officer, other members of staff and the Board of Trustees have effective administrative support

**Main responsibilities:**

**Office Administration**

To maintain systems for keeping and monitoring essential records and to identify areas where office procedures can be improved.

To support other staff in ensuring ICT systems are managed effectively and data protocols are maintained.

To update the CVS database - VC Connect and Volunteer Connect.

To ensure adequate supplies of stationery, postage and other necessary items are available.

To arrange and attend meetings, including team meetings, quarterly Board meetings (**these may be held in the evening**), the Annual General Meeting and other ad hoc meetings as required. To lead on administrative matters.

To update the NDVS website and Facebook page as and when required.

**Support for CVS and Volunteer Centre Activities**

To send out information to groups using the VC Connect database.

To promote Volunteer Connect and approve local volunteer opportunities and volunteer registrations using the Volunteer Connect database.

To arrange venues, and take and administer bookings for training courses using the VC Connect Database.

To coordinate the arrangements for the annual Volunteer Awards event in consultation with the DeVA Volunteer Support Co-ordinator and Chief Officer.

To act as the first point of contact for office enquiries.

To coordinate the implementation of appropriate quality standards (PQASSO).

To manage the VC Connect database volunteer.

**Support to NDVS Board and Personnel matters**

To administer and maintain records relating to staff annual leave and TOIL.

To update policies where applicable in consultation with the Chief Officer.

To review the Trustee and Directors Induction Pack, despatch to new Trustees/Directors and maintain registers of declarations of interests of Trustees/Directors.

To attend quarterly Board meetings, take minutes and arrange the distribution of these.

**Finance**

Maintain the day books for sales, purchases, petty cash and banking using SAGE .

Preparation and processing of BACS payments including staff expenses and salaries.

Preparation and issue of invoices relating to contractual agreements with Funders.

Liaise with the NDVS Finance Officer in monitoring financial systems to ensure completion and consistency of financial records.

**Office Maintenance**

To ensure that the office is maintained in a clean and safe condition and that all the premises agreements are up-to-date.

To arrange the maintenance and repair of all office equipment.

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**General**

To undertake other reasonable tasks and projects as may be required from time to time.

To work in accordance with NDVS and DeVA policies and procedures. NDVS is a partner in Devon Voluntary Action (DeVA) a partnership organisation of 6 rural CVS working across Devon).

**Person Specification – Office Administrator**

Essential

* high level of literacy and numeracy
* ability to organise a busy office efficiently and methodically
* experience in developing and maintaining office administrative systems
* competent in customer service skills, including dealing with the public in a proactive and sensitive way
* ability to manage a complex workload
* skilled in use of computers to support office administration including word processing, spreadsheet and database skills
* understanding of equal opportunities practice
* ability to prioritise own work and to work under own initiative
* ability to be proactive member of a team
* a person who can be flexible and cope with change

Desirable

* ability to maintain financial and book-keeping systems
* experience of using financial software (preferably SAGE)
* experience of data protection
* ability to support volunteers
* understanding of voluntary and community sector