

JOB DESCRIPTION

Post Title: Central Operations Administrator

Reporting Line: Central Operations Manager

Summary of post: An extremely varied role supporting the administrative functions of the central operations of the charity, including facilities, governance, volunteering and senior management team administrative support. The role will require effective and flexible working to maximise organisation and efficiency.

Duties and Responsibilities

Volunteer administration

1. Monitor and manage the volunteering inbox
2. Support managers with recruitment process for volunteers from advert to offer
3. Ensure DBS checks are carried out and references obtained in line with AUKCW agreed policies and procedures.
4. Enrol volunteers on training as part of induction and on-going renewal programme
5. Update and access volunteer personal data in line with GDPR guidelines.
6. Recruit, induct and support effective volunteers to support the central operations admin functions.

Governance and senior management support

7. Ensure dates for statutory governance returns are monitored and returns completed.
8. Organise both internal and external meetings for trustees and senior managers including management of calendars, room booking and sending of relevant papers.
9. Support with recruitment and induction of new Trustees.
10. Provide relevant information for management and governance meetings.
11. Provide administrative support to the senior management team.

Facilities and Health and Safety administration

12. Monitor and manage the Health and Safety inbox, ensuring emails and queries are dealt with or allocated appropriately.
13. Carry out Health and Safety checks and compliance reports across all offices.
14. Collate compliance reports and information from all premises and provide accurate information to the Central Operations Manager for Health and Safety meetings.
15. Coordinate contractors for approved repairs and maintenance, ensuring accessibility to sites when needed.

Central Support

- 16. Deal proactively with incoming communication, including preparing draft responses and seeking information from relevant sources. Ensure deadlines are diarised and met.
- 17. Support with capturing client and volunteer feedback.
- 18. Take minutes of meetings as and when necessary.
- 19. Support the Leadership Team with specific project work under the guidance of the Central Operations Manager or Senior Management Team.
- 20. Provide cover and additional capacity when needed in other areas as requested by the central operations manager. Including support to marketing, events, contact & triage and HR.

General

- 21. To adhere to all relevant organisation policy with particular reference to health & safety, and GDPR.
- 22. To comply with all relevant legislation.
- 23. To undertake appropriate training and personal development as required for the role.
- 24. To portray a positive image of the organisation both internally and externally.
- 25. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

All staff have an individual responsibility to comply with the organisation’s policies and practices.

This job description will be reviewed annually in line with appraisals.

Employee Signature..... Date.....

Please print name

Person Specification: Central Operations Administrator

	Essential	Desirable
Qualifications		
Good Level of Education- Minimum grade C / 4 GCSE or equivalent in Maths and English.	✓	
Knowledge and Experience		
Experience of providing high level administration within a complex, multifunctional office.	✓	
Experience of taking minutes at meetings	✓	
Clear understanding of the importance of confidentiality	✓	
Experience in Charity Commission and Companies House reporting obligations		✓
Skills and Abilities		
Excellent IT skills including experience of the full Microsoft Office package	✓	
Excellent and professional communication skills, verbal and written	✓	
Ability to present complex information clearly and concisely with excellent attention to detail.	✓	
Excellent organisational skills, with the ability to work under pressure, prioritising workload and meeting deadlines with minimum supervision	✓	
An ability to carry out tasks in an organised, efficient and methodical manner	✓	
Full valid Driving Licence, the use of a vehicle for work and willingness to work across Coventry and Warwickshire	✓	
Personal Qualities		
Conscientious, responsible and reliable	✓	
Team Focused Approach	✓	
Self-Motivated, proactive and innovative	✓	
Flexible and adaptable	✓	

All applicants with a disability who meet the minimum criteria will be interviewed. If candidates do not meet the person specification they may be required to undertake training as specified by the organisation.