

 JOB DESCRIPTION

**Post: Administration Officer – Fundraising & Communications**

 **12 months fixed term (Maternity Cover)**

**Location: Central Office, Newtownards**

**Responsible to: Fundraising & Communications Manager**

**Accountable to: Head of Business Support**

**Role:** The overall purpose of this post is the provision of administration support to the Fundraising & Communications team. The post holder will also provide administrative support to other Business Support functions as required.

**Key Result Areas:**

1. **Office Administration and Support**
2. **Processing information and reporting**
3. **Personal Training and Development**

**Key Result Area 1**: **Office** **Administration & Support**

* To support the fundraising team in the co-ordination of all fundraising, events and volunteer activity
* Assist and support all corporate events as required including, booking venues, target mailings, booking delegates, arranging catering and all financial transactions
* To count and record all monies resulting from fundraising activities
* To manage the department’s filing systems, including CRM, online and paper-based files.
* To receive and screen telephone calls.
* To act as a point of contact for the Fundraising & Communications Team and ensure that information requests are handled efficiently.
* To support the Communications team in the updating of the website and social media channels
* Circulate information as requested
* Liaise with suppliers as authorised eg. book photographers, organise printing of stationery
* Circulate and follow-up press releases
* Undertake any other reasonable administrative task that may be assigned, that is consistent with the nature of the job.

**Key Result Area 2: Processing information and reporting**

* Maintain the department’s CRM database and co-ordinate mailshots
* To ensure regular and efficient financial administration on the department’s budget, including processing of invoices and donations.
* Distribute procurement tender documents and collate feedback.
* To support the Communications Team in ensuring that the communications calendar is updated and is utilised effectively.
* To provide statistical information as directed by the Fundraising & Communications Manager and in the agreed format

**Key Result Area 3: Personal training and development**

* To take part in supervision, appraisal and training as identified through AMH’s Staff Learning and Development Processes
* To take personal responsibility for continuing personal and professional development and maintain a current continuing professional development portfolio.
* To adhere to AMH’s set of Core Values and Corporate Behaviours

In addition to the above duties the post holder will be expected to be flexible in discharging these and any other additional tasks as may be reasonably assigned according to the changing priorities of the organisation and developing stakeholder needs.

PERSONNEL SPECIFICATION

**ADMINISTRATION OFFICER (FUNDRAISING & COMMUNICATIONS)**

|  |  |  |  |
| --- | --- | --- | --- |
| REF | AREA | ESSENTIAL√ | DESIRABLE√ |
| 1 | EDUCATION/ PROFESSIONAL QUALIFICATIONS |  |  |
| 1.1 | GCSE Maths and English Grades A-C or equivalent | √ |  |
| 1.2 | RQF level 2 in ICT | √ |  |
| 1.3 | ECDL |  | √ |
| 2.0 | EXPERIENCE |  |   |
| 2.1 | Experience of working in an administrative role in a busy office environment | √ |  |
| 2.2 | Experience and knowledge in the use of Microsoft Office, e-mail, database and computer literacy. | √ |  |
| 2.3 | Experience of using fundraising CRM systems |  | √ |
| 2.4 | Experience of using photo editing software |  | √ |
| 2.5 | Experience in using a range of social media platforms |  | √ |
| 2.6 | Experience in editing web pages |  | √ |
| 3 | COMPETENCIES |  |  |
| 3.1 | Able to demonstrate a high level of knowledge and experience in the use of Microsoft Office, email and general computer literacy. | √ |  |
| 3.2 | Proficiency in undertaking a range of administrative support activities | √ |  |
| 3.3 | Proven ability to maintain accurate and timely records | √ |  |
| 3.4 | Commitment to confidentiality, security and health and safety  | √ |  |
| 3.5 | Good communication skills | √ |  |
| 3.6 | Ability to work flexibly, conscientiously and use own initiative to meet deadlines | √ |  |
| 4 | VALUES & BEHAVIOURS |  |  |
| 4.1 | Ability to demonstrate alignment with AMH’s core values and organisational behaviours. | √ |  |
| 5 | ADDITIONAL  |  |  |
| 5.1 | The successful candidate will be required to undergo a successful check via the Access NI service before commencement of employment. | √ |  |
| 5.2 | Current full driving licence, valid in the UK and access to a car on appointment or access to a form of transport which will permit them to carry out the duties and requirements of the post in full |  | √ |
| 6 | SALARY SCALE |  |  |
| 6.1 | Salary scale range C points 1 £18,360 to 5 £21,420 per annum. Candidates will normally be appointed at the start of the pay scale | √ |  |
| 7 | HOURS OF WORK |  |  |
| 7.1 | 35 hours per week, Monday to Thursday 9.00am to 5.00pm, Fridays 9.00am to 4.00pm | √ |  |

**NOTE:** Not all of the above criteria will be assessed at the application/short listing stage

**DURATION:** 12 months fixed term **(**Maternity Cover)

**\* A copy of AMH’s Core Values and Behaviours is attached for your information.**