

JOB DESCRIPTION

Job Title:	Administration Officer
Responsible To:	Head of Administration
Location:	To be based at Head Office in East Lulworth Dorset with some opportunity for home working.
Salary:	Band C - £28,148 - £32,519 depending upon experience plus 8% employer pension contribution
Duration:	Established post

Job Purpose

- Ensure excellent administration, communications and support with all staff, Branches and volunteers.
- Manage the @info mailbox ensuring excellent customer service and responses are met.
- Assist with implementing Health & Safety within the organisation.
- Assist with facilities management to ensure the smooth running of BC's Offices.
- Provide support with the management of the contracts and leases for the organisation.
- Assist with the organisation and management of BC events.

Main Responsibilities

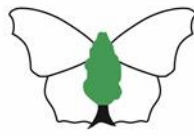
1. Ensure effective, high quality and timely front of office services. Ensuring all enquiries via post, telephone or email are responded to within the agreed timelines.
2. Assist with the day-to-day management of facilities – including but not limited to, all buildings, leases, annual insurance renewal, renewal and research of new contracts and implementation of SMART working processes.
3. Provide administrative support to other departments as required.
4. Assist with servicing events including the Annual General Meeting and Members' Day, International Symposium and other ad hoc events, e.g., Open Days.
5. Assist the Head of Administration with the implementation of Butterfly Conservation's Health & Safety Policy, risk assessments and codes of practice for all staff, offices,

Branches and volunteers. Ensuring compliance, training and accurate records are maintained. Provide update for the inclusion of reports on Health & Safety for Senior Managers and Trustees.

6. Assist with the annual insurance renewal claims and administration.
7. Ensure policies and procedures associated with the role remain up to date and coordinate with appropriate staff for updates.
8. Responsible for maintaining the library catalogue and Library.
9. Development and implement a process for booking travel and accommodation for BC employees.
10. Reviewing and improving processes to ensure lean and scalable.
11. Provide support to the Head of Administration as required.

General

- Promote BC's values (Excellence, Passionate, Inspiring, Collaborative) ensuring they are adopted in all aspects of the role.
- Undertake any other reasonable duties as required and commensurate with the grade of post.
- Undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities to help foster a diverse workforce.
- Work in accordance with BC's policies, procedures, and codes of conduct.
- Actively participate in on-going professional development activities.



PERSON PROFILE

JOB TITLE: Administration Officer

Technical/Specialist Skills	Essential	Desirable	Method of assessment
Proven experience in a similar role	✓		A/I
Educated to degree level or equivalent experience		✓	A/I
Extensive experience of administration processes	✓		A/I
Excellent written, spoken communication and presentation skills	✓		A/I
Excellent interpersonal skills	✓		A/I
Prolific in the use of Office applications such as Word, Excel, PowerPoint and ability to use CRM databases	✓		A/I
Excellent in digital communications tools e.g., Zoom, Teams	✓		A/I
Experience of Property, Lease & facilities Management		✓	A/I
Experience of contract management		✓	A/I
Experience of servicing events and meetings	✓		A/I
Excellent proven organisation skills	✓		A/I
Experience of Office Management	✓		A/I
Experience of delivering Health & Safety	✓		A/I
Experience of managing Insurance		✓	I
Full driving licence (or means to travel around the area) and valid car insurance for business use	✓		A
An awareness of sustainable practices		✓	I

Budget Responsibilities			
Experience of seeking value for money	✓		A/I

Line Management/Contractor Responsibility			
Experience of working with Volunteers and Branch Committees		✓	A/I
Experience of dealing with contractors and service providers	✓		A/I

Dealing with Volunteers/Managing External Partners and others			
Experience of working with Volunteers and Branch committees		✓	I
Experience of dealing with contractors and service providers	✓		A/I

Personal Attributes			
Empathy with aims and objectives of BC	✓		I
Pro-active in resolving problems and improving efficiency	✓		I
Analytical and methodical, with a high degree of accuracy	✓		I
Well organised and self-motivated; able to plan and undertake work on your own	✓		I
Able to prioritise a diverse workload, meet tight deadlines and use own initiative	✓		I



Butterfly Conservation

Saving butterflies, moths and our environment

Personal Attributes			
Flexible: able to rapidly assimilate information and adapt to a changing environment	✓		I
Able to work effectively as a member of a team	✓		I
Pragmatic, innovative, enthusiastic and able to motivate others	✓		I
Able to manage potential conflicts by dealing with people in a calm and professional manner	✓		I
Willing to work some weekends and evenings and away from home	✓		I

Key:

A = Application Form

I = Interview