



Job Title: Administrator

Location: High Wycombe

Hours: One day per week (0.2 FTE). Flexible day, can be 2 half days if preferred.

Salary: £26,000 FTE (£5200 pro rata), plus pension contribution

Reports to: CEO

Job Purpose

The Administrator will provide efficient, organised, and confidential administrative support to ensure the smooth running of YES's services and operations.

This role will support service delivery teams with record keeping, data entry, reporting preparation, and general office coordination. The postholder will contribute to maintaining professional standards across the organisation.

Key Responsibilities

1. Administrative Support

- Provide general administrative support to the CEO and wider team.
 - Provide data entry support to the counselling service.
 - Maintain accurate electronic filing systems.
 - Prepare documents, letters, reports, and meeting papers as required.
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2. Data & Database Management

- Input service data accurately and in a timely manner into CharityLog database
 - Support the preparation of monitoring reports and performance summaries.
 - Ensure compliance with GDPR and data protection policies.
 - Maintain confidentiality of sensitive information at all times.
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3. Communications & Marketing Support

- Support the preparation and dissemination of newsletters, service updates, and promotional materials.
 - Assist with website updates and social media scheduling where required.
 - Maintain up-to-date contact lists and distribution lists.
 - Respond to general enquiries via email or phone and signpost appropriately.
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4. General Office Coordination

- Maintain office supplies and order resources as needed.
- Ensure shared systems and drives are organised and accessible.
- Support monitoring of DBS records, training logs, and compliance documentation.
- Ensure secure storage of confidential documents.
- Undertake other reasonable duties consistent with the level of the role.

Person Specification

Essential

- Previous experience in an administrative role.
- Strong organisational skills and attention to detail.
- Good written and verbal communication skills.
- Competent in Microsoft Office (Word, Excel, Outlook, PowerPoint).
- Ability to handle confidential information with discretion.
- Experience using databases or CRM systems (or willingness to learn).
- Ability to work independently and manage workload within limited hours.
- Reliable with strong time management skills.

Desirable

- Experience working in the voluntary or community sector.
- Familiarity with CharityLog, Salesforce, or similar systems.
- Basic understanding of GDPR and data protection requirements.

Values & Approach

The postholder will demonstrate:

- Commitment to YES's mission and values
- Professionalism and reliability
- Integrity and confidentiality
- Collaborative and supportive working style
- Respect for diversity and inclusion