



## COMMUNITY ACTION NEPAL (CAN)

### Office Administrator

**Purpose of the Post:** To provide full office administration to the charity. The position is part of a small team. The post holder will need to be self-reliant and work on their own initiative to co-ordinate all elements of the office administration of the charity, whilst working closely with the Operations Director, Fundraising Officer, Trustees and Patrons. The office administrator is often the first point of contact for donors and sponsors and therefore a confident telephone manner is essential and ability to respond to verbal and email enquiries; ability to delegate and refer enquiries to the relevant party eg Operations Director, Fundraising Officer, trustees, patrons. Responsible for the banking of donations, payments on-line and accurately recording information on the back-office systems including XERO for banking and being familiar with the functions and communications via a CRM for client relationship database. Responsible for communicating with the charity's appointed accountant and the Charity Treasurer for general financial and banking queries. The role will include supporting the fundraiser with external events where necessary, particularly in Cumbria

### About CAN

Community Action Nepal (CAN) was established 25 years ago by the world-renowned mountaineer Doug Scott CBE, to raise the living standards of remote mountain communities in Nepal. In this time CAN, working predominantly with our implementation partner in Nepal, has built 17 schools, 19 health posts and three Porter Rescue Shelters and delivered a wide range of livelihoods, agriculture and cultural programmes, improving the lives of many thousands of people in rural Nepal. The principles of CAN's ethos are that projects should be sustainable in the long term, involve local communities in their management and delivery, and be sensitive to protecting indigenous cultures. You can find out more about CAN by visiting <https://canepal.org.uk>.

Sadly, Doug died in 2020 but CAN Trustees and staff are committed to continuing his work in Nepal.

CAN is governed by a group of 10 Trustees, with a variety of qualifications, through six Sub-Committees: Strategy, Finance, Fundraising, Construction, Health and Agriculture.



## COMMUNITY ACTION NEPAL (CAN)

### Job Description

**Title:** Office Administrator

**Responsible to:** Operations Director

**Responsible for:** Administration and Finance

**Based:** Home working within Cumbria.

**Hours:** 25 hours a week, with some flexibility around how the hours are worked.

**Salary:** £24,798 to £26,083(pro rata) dependent upon experience

### Keys Tasks

#### Administration and Finance:

- Be part of a small staff team, working in an inclusive, open and innovative culture and a healthy working environment.
- Organise day to day financial needs of the charity for banking and payments, identify and manage restricted funds and general funds, prepare month end and year end profit and loss reporting.
- Reporting to the Operations Director and CAN Treasurer
- Manage the CAN goods for sale, stock levels and ordering; attend to orders of goods for sale and despatch in a timely manner.
- Manage “thank you” acknowledgements to donors, delegating to Fundraising Officer, Operations Director or Trustees where appropriate.
- Ensure duties carried out are compliant and adhere to GDPR regulations
- Ensure mailing lists and records are kept up to date
- Maintain accurate records of financial activity and provide quarterly P&L reports (with a monthly breakdown) to the Operations Director in a timely manner.
- Provide administration and practical support to Operations Director and Fundraising Officer in respect of events, equipment order and general administration.



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- Proactive management of info@canepal mailbox to include filing, escalation and response to general queries in a timely manner.

### Other:

- Promote and represent CAN with courage, respect, and integrity.
- Support and promote CAN's commitment to equality, diversity, inclusion and the safeguarding of children and vulnerable adults.
- Comply with all CAN's policies and procedures.
- To work closely with other staff, volunteers, trustees and patrons as necessary
- To hold a flexible approach to working hours (the role will require the post holder to work evenings and weekends as necessary).
- To hold a flexible approach to work when asked to take on other duties when the team needs to cover holidays, or at times of workload pressure.
- Undertake other duties as requested by the Operations Director in line with the post.



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### Person Specification

#### Experience

| Criteria                                                               | Essential/Desirable | Measured By:<br>Application/Interview |
|------------------------------------------------------------------------|---------------------|---------------------------------------|
| 1 years or more experience of working in an office administrators role | E                   | A                                     |
| Experience of working in a small to medium sized organisation          | E                   | A/I                                   |

#### Knowledge and Understanding

| Criteria                                                                                                                   | Essential/Desirable | Measured By:<br>Application/Interview |
|----------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------|
| Knowledge and experience of Xero accounting software (or other accounting software with the ability to quickly learn Xero) | E                   | A/I                                   |
| Knowledge of donor management systems and accurate inputting of financial information to keep records up too date.         | D                   | A/I                                   |
| A willingness to understand CAN's ethos and demonstrate a commitment to the values of the charity                          | E                   | A/I                                   |

#### Skills and Qualifications

| Criteria                                                              | Essential/Desirable | Measured By:<br>Application/Interview |
|-----------------------------------------------------------------------|---------------------|---------------------------------------|
| Good standard of education                                            | E                   | A/I                                   |
| AAT, ICB, and IAB bookkeeping qualification                           | D                   | A                                     |
| Good interpersonal and communication skills (both verbal and written) | E                   | A/I                                   |
| Strong organisational, time-management and multitasking skills.       | E                   | A/I                                   |
| Strong attention to detail and accuracy                               | E                   | A/I                                   |
| IT literate – particularly Microsoft Office, Excel and CRM databases  | E                   | A                                     |
| Ability to drive and willingness to travel                            | E                   | A                                     |



## COMMUNITY ACTION NEPAL (CAN)

### Personal Qualities

| Criteria                                                                                                                                                                   | Essential/Desirable | Measured By:<br>Application/Interview |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------|
| Confident, disciplined, and self-motivated with ability to work independently                                                                                              | E                   | I                                     |
| Professional, personable and approachable, with an ability to positively interact with a wide range of people including colleagues, funding partners, volunteers, Trustees | E                   | A/I                                   |
| Team player with a good sense of humour and good self-resilience                                                                                                           | E                   | A/I                                   |
| Outcome focussed with ability to work to demanding targets and deadlines                                                                                                   | E                   | A/I                                   |

### Terms and Conditions

|                      |                                                                                                                                                                                                                                                                      |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Salary :             | £24,798 to £26,083 per annum(pro rata) dependent upon experience                                                                                                                                                                                                     |
| Hours:               | Part Time 25 working hours per week, Monday to Friday. The nature of the post's duties may from time-to-time require evening and weekend work. Paid overtime is not available, but time off in lieu will be given.                                                   |
| Flexibility:         | Subject to ensuring that the needs of the charity and the role are met, CAN endeavours to meet the flexible working needs of its employees.                                                                                                                          |
| Holidays:            | Full time is 25 working days per annum; Pro-rata adjusted to 18 for 25 hours per week in addition to normal public holidays.                                                                                                                                         |
| Pension:             | CAN offers a workplace personal pension through NEST. Details will be sent directly to you by the provider at the point that you are eligible for auto-enrolment.                                                                                                    |
| Supervision:         | The post holder will report to the Operations Director                                                                                                                                                                                                               |
| Equal Opportunities: | CAN is committed to equal opportunities and appoints on merit. We welcome applicants from all sections of society regardless of gender, sexual orientation, race, disability, marital status, age and religion, perceived community background or political beliefs. |



## **COMMUNITY ACTION NEPAL (CAN)**

Place of Work: Home based within Cumbria, ideally local to Penrith. The post holder will be required to travel to other parts of the country to fulfil their role for which expenses will be covered. Public transport is encouraged.

Closing deadline: Friday 7<sup>th</sup> August

Interview date: TBC