

Job Description: Administrator & Bookkeeper

Dept/Team: ADCH	Location: This is a home-based role with travel required, including visits to ADCH members' animal rescue and rehoming facilities, and attendance at meetings and events. Occasional overnight stays will be required.
Hours: 35 per week	
Responsible To: Membership Services Manager	Duration: 12-month fixed-term position, with the potential for extension.
Works With/Key Contacts: ADCH Members, Executive Director, Board of Trustees, ADCH Committees, ADCH Team, & external stakeholders.	Salary: £28,000

Main Purpose of the Role

To provide administrative support across ADCH, helping to ensure the smooth day-to-day running of the organisation. Supporting membership services, communications, finance, governance and events, you will play an important role in delivering an efficient and professional service to members, the public and other stakeholders.

Responsibilities/Objectives

- Manage shared inboxes and support the smooth running of the team, acting as the first point of contact for enquiries from members, the public and other stakeholders.
- Maintain accurate records across our CRM and other systems.
- Support the administration of ADCH membership, including supporting our standards and advocacy work, maintaining member records, processing renewals and helping members access the full range of membership benefits.
- Maintain and update website content.
- Manage the social media content calendar and schedule content across our digital channels.
- Support day-to-day bookkeeping, including raising invoices, processing bills and maintaining accurate financial records using accounting software.
- Coordinate virtual and in-person events, including bookings, communications and event administration.
- Provide administrative support for Trustee, Committee and staff meetings, including diary management, preparing agendas and meeting papers, and taking accurate minutes.
- Produce newsletters, e-bulletins and a range of promotional materials, including social media content, posters, certificates and welcome packs using Canva.
- Coordinate membership surveys and produce reports from organisational data to support planning and decision-making.
- Undertake other administrative duties to support the effective day-to-day running of the organisation.

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

Person Specification

Essential

Experience providing administrative support within a busy team.
Strong IT skills, including Microsoft Office, Microsoft Teams, Canva and database systems.
Experience of bookkeeping and using accounting software (e.g. QuickBooks, Xero, Sage or similar).
Experience of creating social media content for an organisation.
Experience of updating website content using systems such as WordPress or Similar.
Excellent organisational skills and attention to detail, with the ability to prioritise workload, work independently and use initiative.
Excellent communication, customer service and interpersonal skills.

Desirable

It would also be great (but not essential) if you had:

Experience of working in the charity sector and/or a membership organisation.
Experience supporting or coordinating events
Experience of supporting committees or governance meetings.
Experience of working remotely.