Job Description

Job Title:	Senior Administrator
Service:	Coram Beanstalk
Reporting to:	Support Team Manager
Salary Range:	£25,500 per annum
Work Pattern:	Monday to Friday 9am to 5pm
Contract Type:	Permanent

Coram Beanstalk wants a future where every child becomes a reader.

We enable people to give children positive experiences of reading through the wider support they need to switch on to reading, learn to read and become confident, independent readers.

We manage volunteers as part of our core business: membership packages for primary schools. We also deliver early years and secondary programmes, and training and support to parents, school communities and other organisations. We generate income from these customers and a range of fundraising sources.

Operating within the Coram Group, Coram Beanstalk has a small and dynamic staff team, with the Salesforce system sitting at the heart of all our activities.

Purpose of the role:

The Senior Administrator will be key to the efficiency of the administration team to ensure our volunteers and school partners receive a friendly and helpful response to their enquiries and a smooth on boarding experience. As part of a panel, they will assess the suitability of volunteers to ensure Safer Recruitment practices are upheld.

As well as being responsible for their own administration workload, they will coordinate the tasks of a small team of administrators using the Salesforce task queue ensuring capacity is effectively deployed to meet the needs of the charity using their judgement to prioritise tasks to keep the customer journey running smoothly.

At key periods, they will provide support with debt chasing to ensure school payments are received and processed, working with the Support Team Manager and Finance contact to ensure records are correct.

They will be confident in using the Salesforce CRM system to maintain efficiency and data integrity through our onboarding processes, and will work closely with our Support Team Manager and Administration and Process Manager to improve efficiency.

Main duties & Responsibilities:

People

- Coordinate and prioritise duties for the administration team using the Salesforce task queue to allocate tasks.

- Be an active member of the panel that makes decisions about the suitability of volunteers

- Support with the development and implementation of process improvement; documenting and supporting team understanding and uptake.

Customer service

- Process new applications and enquiries, completing all admin tasks relating to onboarding within agreed timeframes and respond appropriately to enquiries via email and phone

- Process safeguarding checks including DBS's and references and ensure they are kept up to date in line with policy

- Liaise with school financial managers to chase and secure payment of annual invoices under the direction of the Support Team Manager

System and process

- Identify areas where further efficiencies could be made with Salesforce automation and work with the Salesforce and Systems administrator to implement

- Maintain data accuracy within the Salesforce system and produce reports to aid team efficiency

General

- To ensure that all functions and activities are carried out in accordance with Beanstalk's policies and procedures

- To perform any other reasonable duties as assigned

- To recognise and challenge all forms of discrimination and prejudice in the workplace

- To treat everyone with respect, dignity and fairness and to acknowledge and celebrate diversity

- To maintain an awareness of your own and others' health and safety and comply with Coram Group Health and Safety policy and procedures

- To maintain confidentiality of information; it will be necessary to comply with all requirements related to the Data Protection Act/ General Data Protection Regulations (GDPR)