

<b>Job Title:</b>	Administrator
<b>Reporting to:</b>	Line Manager/Clerk to Trustees
<b>Purpose:</b>	To provide day to day administrative support to clients.
<b>Hours:</b>	Full-time (preferred, but part-time of no less than 22.5 hours per week will be considered)
<b>Location:</b>	Based at office in Trull, Gloucestershire, with some regular working from home

**Job Description (This job description is non-contractual)**

**Role of Administrator:**

1. Provide excellent administrative services to senior colleagues and some direct support to clients, where appropriate
2. Work as part of a team, to provide an efficient and professional service to our clients

**Main tasks and responsibilities:**

- Managing online and hard copy client records, ensuring they are kept up to date and well organised
- Preparing agenda packs for client meetings and providing support at client meetings (attendance may be necessary) and assisting with matters arising
- Liaison with grant applicants, beneficiaries and almshouse residents
- Processing grant applications using databases such as Salesforce and Formstack
- Hold responsibility for the administrative elements of the grant management process, including the timely receipt of reports from applicants and recipients
- Answering phone calls and assisting callers to access the right person/information
- Managing multiple client email inboxes
- Liaising with clients, banks and suppliers as necessary
- Processing and filing post, electronic file management, data storage and disposal in a timely way
- Liaising with the clients' finance team, including arranging for payments
- Awareness of internal policies and procedures in order to support the Clerk to act in a timely way when fulfilling duties and responsibilities
- Assisting with simple changes to client websites
- General administrative duties
- Helping others when time allows and covering in the absence of colleagues

**Other duties:**

- To fulfil such other duties as may reasonably be required by the Trustees or other officers of The Trust Partnership
- To represent the clients and The Trust Partnership to the required professional standard in person and through all communications

**Person Specification:**

Essential -

- A high level of computer literacy, using Microsoft Office 365 applications
- Accuracy and attention to detail
- An excellent telephone manner
- Excellent organisational skills, working to deadlines
- Excellent written and oral communication skills
- A keen interest in the charitable sector
- To be motivated, focussed and keen to help, with a positive attitude
- To be able to work on your own initiative but also as part of a team
- A full driving licence and access to your own vehicle (due to our office location)

Desirable –

- Experience of working within the charity sector
- Experience of working with databases