



**Team Administrator**

**£25,000 to £30,000 depending on experience (pro rata)**

**22.5 hours per week**

**Remote working with regular in person meetings in Gloucestershire, Bristol, Swindon, or Wiltshire.**

The National Benevolent Charity has been supporting people and families on low incomes throughout the UK for over 200 years through the provision of grants and is part of a national network of benevolence charities which operate throughout the UK. In 2023 we awarded 729 grants individuals in the UK and 42 new grants to organisations in Swindon & Wiltshire, Bristol, and Gloucestershire. Impact Report 2022 can be found [here](#).

We are looking for someone friendly, professional, and experienced to help our small dynamic team with administration and communications, to increase the number of grants we can make.

You will have excellent written and verbal communication skills and be comfortable in managing contact with the public by telephone and email. You will also need experience in office 365 and using a database. You will also need to be happy working from home, within a small team and have an open, pleasant flexible manner, compassion, and a desire to improve lives

So, if you want to join a small ambitious team, collaborating closely with trustees, believe you have the necessary skills and experience and want to make a difference we would be pleased to hear from you.

**Closing date Monday 21<sup>st</sup> October.** Please read the full job description below for essential skills and experience required and how to apply.

## TEAM ADMINISTRATOR

### ABOUT THE NATIONAL BENEVOLENT CHARITY

The National Benevolent Charity makes grants to individuals experiencing poverty throughout the UK and makes grants to organisations in Bristol, Gloucestershire and Swindon & Wiltshire which are delivering projects which aim to alleviate poverty.

Our grant making is funded through an investment portfolio of £24 million. The charity is governed by a Trustee Board of eight and a staff team of three and a bookkeeper. All staff work from home but meet up for monthly team meetings in Gloucestershire and are in regular contact throughout the week. Staff also attend quarterly committee meetings in venues in Bristol, Gloucestershire and Swindon & Wiltshire and events throughout the country when necessary.

The need for our grants is huge and, having made major changes in the past few years the charity is now positioned to grow its grant making further. We therefore want to appoint a Team Administrator who will play a pivotal role in helping us to help more people.

### OVERVIEW

**Location:** Home Working /Remote

**Salary:** £25,000 to £30,000 per annum (pro rata)

**Contract:** Permanent

**Hours of work:** 22.5 hours per week (over 4/5 days)

**Holidays:** 25 days plus public holidays pro rata rising by one day annually to 30 days ( pro rata)

**Pension:** 5% contribution from the charity plus additional voluntary contribution from the employee

**This role reports to:** Chief Executive

## **THE ROLE**

Your role will include responding to queries by telephone and email from potential applicants to our grant programmes and from current grant holders. Helping to prepare reports and papers for committee meetings and taking minutes, confirming grants awarded, checking bank details for processing and payments, maintaining accurate data entry in our grant management system, and running reports. There will also be the requirement to update the website and assist with fundraising and marketing.

As we help record numbers of people experiencing the debilitating effects of poverty, you will need to have empathy and compassion and be experienced in providing administrative support. You must also be able to take your own initiative, be comfortable working from home, and within a small team. You will also be experienced in using a database, well-organised and have an eye for detail. The role requires access to good telephone and internet.

## **KEY RESPONSIBILITIES**

### **Deal with applicant enquiries**

- Ensure a pleasant, helpful, and empathetic welcome to grant applicants who contact the Charity by email, web form, grant application or telephone.
- Provide guidance to applicants in relation to the Charity's grants criteria, services, and process, ensuring they understand how to apply and that their request fits within our criteria.
- Identify potential safeguarding concerns at an early stage, escalating appropriately.
- Inform applicants of other potential sources of help and support.
- Correspond regarding application outcomes.

### **Supporting the administration of grants**

- Assessing initial grant applications when required.
- Updating and maintaining records on our grant management system (Neetrix).

- Preparing and sending emails at various stages of the grant making process.
- Checking bank details and providing administrative support for grant payments.
- Requesting and logging monitoring and reporting information from grant holders.
- Managing the portfolio of small organisation grants (under £2,000).
- Assist with collating feedback, monitoring, and reporting.

### **Supporting board/committee and Team meetings**

- Managing the meeting schedule.
- Booking meeting rooms and catering requests.
- Helping to organise visits to grantees.
- Preparing and circulating meeting papers.
- Taking minutes at Trustee meetings, clearly logging decisions and actions.
- Preparing and circulating relevant forms and documents to Trustees for signature.

### **Marketing and Fundraising**

- Assist with updating the website.
- Supporting with social media content.
- Support with fundraising initiatives.

## **EXPERIENCE**

### **Essential**

- Experience in using Office 365 suite.
- Experience in using a CRM Database.
- Experience of customer care providing help and guidance over the phone and via email.
- Experience of arranging events and meetings.
- Experience of minute taking.

### **Desirable**

- Experience of remote working
- Experience of working for a charity.
- Experience of working in a small team.
- Experience in posing content on LinkedIn and Facebook.
- Experience of updating website content.

## **COMPETENCIES AND BEHAVIOURS**

- Able to create positive relationships with people from diverse backgrounds.
- Ability to be compassionate and non-judgmental.
- Excellent verbal and written communication skills.
- Well organised, with a positive, friendly disposition.
- Quick to pick things up, prioritise and manage own workload on own initiative.
- Able to interpret information and make clear decisions.

## HOW TO APPLY

Please send your CV and a supporting statement (up to 300 words) to [ali.russell@natben.org.uk](mailto:ali.russell@natben.org.uk) evidencing that you have the essential experience, competencies and behaviours and outlining why you are interested in working for the National Benevolent Charity. For an informal chat please call Vicky Oram Ahern on 01666 848 667

## RECRUITMENT TIMETABLE

Closing Date: Monday 21<sup>st</sup> October

Interviews held in Gloucestershire

First Interviews: Wednesday 30<sup>th</sup> October

Second Interviews: TBC