**Team Administrator**

Grade C3: £23,100 - £24,267 (full time – 35 hours per week)

**Your primary responsibilities**

As our Team Administrator you will be a highly organised, self-starter with excellent communication skills and a good eye for detail. You will use your strong interpersonal skills to effectively manage a variety of team activities and will take pride in providing support for others This role requires a true all-rounder who is flexible enough to juggle a variety of tasks. You will be responsible for:

**Training administration and logistics:**

* Liaise with trainers, marketing and finance to help set open training dates and process bookings in an efficient way.
* Help monitor the bookings mailbox, handling enquiries or forwarding as appropriate.
* Manage participants training journey from booking through to attendance, liaising with them via email and telephone on terms and conditions, reading materials, special requirements, certificates, payments and logistics.
* Update the bookings system and keep an accurate record of project codes, participant lists, booking and cost information.
* Book catering, rooms and venues for all training as requested.
* Meet and greet participants, dealing with on-the-day issues regarding payment, catering or access requirements.
* Liaise with trainers, internal and external, on participant lists and materials, supporting them during the training on logistics and technical issues.
* Input responses from evaluation forms and produce report for marketing.

**Fundraising administration**

* Ensure the supporter database (Salesforce) is kept up to date, including contact permissions ensuring data protection compliance.
* Process direct debit collections and postal donations. Monitor online donations and ensure they are mapping accurately on Salesforce.
* Inform colleagues when larger donations are received to ensure prompt thanks are sent.
* Generate appeal and other donation reports for reconciliation with Finance.
* Record, store and update Gift Aid declarations ensuring that all donations are compliant with requirements. Generate Gift Aid claims for the Finance Team to submit to HMRC.
* Reconciliation of monthly donations between fundraising, salesforce and finance.

**Events administration and logistics:**

* Research, select and organise venues/rooms, catering and audio visual requirements for both internal and external events
* Help compile invitation lists and send out invitations.
* Arrange for delivery of materials to venues, assisting with set up and registration desks/stands when required.

**Project/general administration:**

* Information and policy gathering and being the main point of contact on DBA checks.
* Organise team travel as required.
* Occasional administrative support on adhoc projects.
* Assisting the team with any other ad hoc tasks and helping to support the core team during absences.

**Key Skills**

* Exceptional organisational skills, with the ability to prioritise and manage a range of projects and tasks.
* IT literate with strong competence in Word and Excel, plus experience of learning to use new IT systems quickly.
* Friendly self-starter with a ‘can-do’ attitude and the ability to work flexibly as part of a small and busy team.
* Demonstrable experience of providing efficient administrative support in an office environment.
* Strong communication skills, both written and verbal with the ability to communicate clearly at all levels.