



JOB DESCRIPTION

Post Title:	Core & NCS Administrator
Salary Level 3:	£16,835-£19,110
Hours:	35 hours per week (Some evening and weekend work may be required) (Part time and job share can be considered)
Responsible to:	CEO
Supervisory roles:	None

Key Accountability/Budget Responsibility: Office Sundries, Petty Cash

Main purpose of Job:

To effectively support the CEO and Core Team to deliver programmes and function effectively.

To act as the 'face' of BF Adventure, being the first point of contact for our customers, to facilitate efficient communications and administration across the organisation, supporting the bookings process and taking phone and web based bookings where appropriate

This role will be primarily office based, but may also offer on occasion, opportunities to work with young people and instructors in the outdoor environment

Main Tasks (not exclusive):

Reception Cover (approx. 3 dpw)

- To co-ordinate 'sign in' process for clients, visitors and staff;
- To tidy and maintain the reception area and 'front of house experience', ensuring relevant marketing materials are available and suitably displayed;
- To check consumables and replenish when needed;

NCS Programme Support (approx. 2 dpw)

- Support 'signed up' participants coordinating 'keep warm' activities and maintaining engagement
- Update administrative tools, registers, database and statistics as required for each programme.
- Coordinate elements of programme delivery, i.e. social action projects, transport requirements
- Identify participant transport needs and liaise with all parties necessary.
- Identify, complete and collate paperwork and materials for participant registration.
- Liaise with team leaders and participants to ensure on programme paperwork is received and logged as appropriate
- Support recruitment events
- Management of BF/self-generated 'expressions of interest'
- Support ongoing engagement with NCS Graduates



To assist Core Team and CEO in the following areas:

- To provide admin support to Core Services;
- To manage and maintain CORE petty cash float;
- To manage stationery and cleaning supplies;
- To manage and collate Gift Aid declarations (Bi-Monthly)

Volunteer Coordination

- Co-ordinate volunteer recruitment, induction and support
- Volunteer observations
- Maintain volunteer files and records

Other

Due to the varied and ever changing nature of operations at BF Adventure you may be required to undertake additional roles, responsibilities and tasks* as necessary to facilitate the smooth running of activities

*(within your level of experience, training and capability)



Person Specification

Experience / Skills

Three years' relevant experience including at least six months reception experience;

Some financial administration experience, preferably including Xcel and with CRM systems such as salesforce

Excellent written and verbal communication skills;

Excellent interpersonal skills - tactful and diplomatic;

Ability to evidence delivery and understanding of excellent customer service;

High level of computer skills/literacy – Microsoft Word, Outlook and Excel in particular;

Awareness of health and safety issues within the workplace;

Excellent organisational and planning skills.

Personal Characteristics

- Commitment to BFA mission statement, objectives and 'Staff Success Factors'
- Flexible and able to work well as part of a team with a good sense of humor
- Rigorous attention to detail and accuracy, particularly in data and confidential information handling and record keeping.
- Ability to work under pressure and to deadline whilst remaining calm
- Develops new and innovative ways to improve operations of the organisation
- Establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals of the organisation
- Anticipates, understands and responds to the needs of clients and volunteers.
- Able to work effectively under pressure including the ability to prioritise own workload in a team setting
- The ability and willingness to work flexible hours



Desirable

- Hold a current, clean driving licence;
- Has outdoor activity qualifications ;
- Experience of risk assessment procedures;
- Experience of IT troubleshooting;
- Experience of providing analysis of information for management purposes;
- Experience of working within the voluntary sector ideally in relation to vulnerable young people and adults;
- Experience of working with volunteers;
- Administration and secretarial qualifications.