



TRANSFORMING LIVES
THROUGH EDUCATION



Role Description for: **ADMINISTRATOR**

www.schoolinabag.org

School in a Bag is a UK registered charity (1186357) and a Limited Company (119166240) registered in England and Wales, born out of the Piers Simon Appeal Charity (1109503) set up in memory of Piers Simon who died in the Indian Ocean Tsunami in 2004.



ROLE DESCRIPTION FOR ADMINISTRATOR

Responsible to: the Chief Executive

Responsible for: Volunteers where applicable

Key responsibilities

1. To lead on the day-to-day administrative support to the charity and the trading subsidiary in accordance with the relevant policies and systems.
2. To support the organisation to fulfil its duties and responsibilities as a charity and to maximise its performance and impact.
3. To deliver against the key performance indicators for the position.

Duties and tasks to fulfil the key responsibilities

1. Provide day-to-day administrative support to the charity and the trading subsidiary in accordance with the relevant policies and systems.

- Support and underpin the School in a Bag team through the maintenance, upkeep and development of administrative systems, processes and procedures including health and safety.
- To provide secretarial support to the trustees of the charity, the directors of the trading company and any other Steering Groups or Working group meetings as required.
- Be the first point of contact for all initial enquiries from outside agencies, partners and / or donors via the telephone and email.
- Provide administration, diary management and word processing support for the staff team of School in a Bag and School in a Bag Trading Ltd as necessary including providing information for reports or as requested by staff, trustees and / or partners.
- Enter data onto the School in a Bag database / CRM system and maintain accurate records of donations, donors personal information and any other data relating to fundraising and customer / partner engagement (both electronic and paper).
- Support the management of SchoolBag orders completed online, through events or from other donations and liaise with the School in a Bag Finance Team accordingly.
- Be a first aider and fire marshal for the charity site (during office hours and, if required and convenient, to support evening and weekend activity).
- To work as part of a team to contribute to the work of the charity and the trading company, and perform any other duties as reasonably required.

School in a Bag

Registered Office:

Home Farm, Chilthorne Domer, Yeovil
Somerset, BA22 8RD, United Kingdom

T +44 (0) 1935 849160
E hello@schoolinabag.org
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2. To deliver against the key performance indicators for the position, agreed annually by the trustees.

2.1.Financial

- To support fundraising targets for the organisation
- To support HFF Ticket Sale and income targets
- To support School in a Bag Trading Ltd trading income targets

2.2.Impact

- To provide excellent customer service and engagement with donors, partners, groups and organisations

2.3.Engagement and promotion

- To support the charity's attendance at conferences and events to promote the work of School in a Bag.

3. To support the organisation to fulfil its duties and responsibilities as a charity and to maximise its performance and impact.

3.1.Supervision and Training

- Accept regular support and supervision from line manager.
- Attend training courses and events when required.

3.2.Equal Opportunities

- Adhere to and promote School in a Bag's Equal Opportunities Policy.

3.3.Health & Safety

- Comply with School in a Bag's Health & Safety policies and procedures.
- Take personal responsibility for own health and safety and report incidents and potential hazards as necessary.

3.4.Legal and regulatory compliance

- Support the charity to fulfil all its legal, statutory and regulatory responsibilities.

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Person Specification – Administrative Support Officer

You will need to demonstrate in your application / at interview that you possess the essential criteria for this post as detailed below. In addition, demonstration of some of the desirable criteria will also assist greatly in your application.

WORK RELATED EXPERIENCE	ESSENTIAL	DESIRABLE
Experience or working within a busy office environment	✓	
Experience of working in a customer focussed environment	✓	
Experience of providing administrative support to a team	✓	
Experience of working within the charitable sector		✓
SKILLS, ABILITIES & KNOWLEDGE		
Customer-focused with excellent written and verbal communication skills	✓	
Ability to work under pressure.	✓	
Strong time management, prioritisation and organisational skills.	✓	
Good IT and keyboard skills; Office 365, Excel, Word, Powerpoint	✓	
Good literacy skills, accuracy and efficiency	✓	
Ability to co-ordinate and prioritise own workload.	✓	
Knowledge of email systems.	✓	
An understanding of social media platforms and their uses		✓
Knowledge of CRM systems		✓
DISPOSITION/CIRCUMSTANCES		
Ability to use own initiative and identify own solutions	✓	
Ability to travel to meetings and events when required including overnight stays, possible weekends and evenings	✓	
Self motivated.	✓	
Clear understanding of confidentiality.	✓	
Commitment to and understanding of Equal Opportunities.	✓	
Willingness to attend training courses and events.	✓	
Able to work as part of a team.	✓	
Commitment to the aims and objectives of School in a Bag.	✓	

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Basic Terms and Conditions of Employment

DBS: This post is subject to a satisfactory DBS check.

Status: This is a permanent post.

Hours: This post is for **24 hours per week** spread across 4 days. This position is office based at our headquarters in Chilthorne Domer, Somerset.

Actual working arrangements to be agreed.

There may also be the need for occasional weekend and evening work to meet the needs of the charity as outlined in the job description.

Candidates should also note that the charity's trading company run an annual event in early June each year which may require additional hours around this or a change to the usual working pattern for a period of a few weeks.

Salary details: Starting salary is from **£26,000 - £28,000 per annum (pro rata for part time work)**.

Holidays: **25 days** holiday per annum, plus statutory Bank Holidays, or time off in lieu if worked (pro rata for part time).

Pension: School in a Bag will pay employer pension contributions at 3%.

Learning & Development: Your individual needs will be identified with your line manager and a tailored training package developed accordingly. This will include mandatory training such as health and safety, food safety and safeguarding based on your role.

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