



Senior Administrator

Job description

Job Title: Senior Administrator

Responsible to: Grants and Finance Manager

Hours: 35 hours per week

Salary: £38,500 to £40,500 depending on skills and experience

Status: Permanent

Location: Gannochy Trust Office

Job purpose

To provide competent, high quality administrative support to the Board of Trustees, Chief Executive and senior management team. To contribute to the effective administration of The Gannochy Trust, working with the whole team to continuously improve administrative systems and processes. To ensure that the governance of the Trust is highly organised and well supported.

Key tasks

Providing administrative support to Trustees, CEO and Senior Management:

- organising and supporting board meetings and sub-groups, including collating and distributing associated paperwork, and preparation of minutes;
- managing the meetings schedule;
- support for ICT arrangements;
- general administration of governance arrangements;
- diary management for CEO and senior managers; and
- supporting the administration of projects and ongoing work.

Manage the administration of the Trust:

- lead and manage the administration work in the Trust, ensuring processes and systems are efficient and effective;
- work to improve administration processes and systems to support the work of the Trust and the delivery of services;

- ensure both physical and digital documents and materials are well managed, clearly organised and stored appropriately;
- coordination and planning of events;
- lead and manage administrative staff, ensuring there are regular individual meetings and an annual appraisal;
- provide expert advice to the Chief Executive and senior management on administration, and the most appropriate processes and systems; and
- working closely with Trust staff to deliver high quality performance across all work areas.

Managing Human Resources and ICT:

- coordinating all aspects of recruitment;
- liaising with external professionals regarding staff changes e.g. insurance, death in service, pension, payroll, staff benefits etc;
- maintaining accurate staff records;
- work with the Trust's ICT providers to ensure high standards;
- monitoring and supporting use of the Trust's databases and software systems;
- overseeing legislative record keeping; and
- overview of the management of the server system, ensuring it is well organised and compliant with confidentiality and GDPR.

Support the Trust's grants strategy:

- where possible, respond to enquiries and questions about grants, and where appropriate, direct enquiries to other members of the staff team; and
- work closely with the Grants Team to develop and support the Grant process and administration.

Support the Trust's Estates and Housing:

- work closely with the Estates and Housing Team to develop and support processes and administration;
- take the lead on the management of the Trust's Housing Management software; and
- coordinate tenant communications including rent reviews, tenant details and other correspondence.

Any other duties:

- to support the running of the Trust by covering telephones and other administrative tasks (including finance/BACS) in the absence of other members of the team;
- from time to time to work on projects to improve the processes and performance of the Trust; and
- any other duties as needed and as directed by the Chief Executive.

Person specification

The successful applicant will be able to demonstrate that they have the following skills and experience, or the ability and commitment to develop these.

Qualifications and learning:

- a relevant qualification or significant experience in administration; and
- evidence of continuous professional learning.

Experience:

- providing senior administrative support in a charity or another organisation;
- managing staff, including annual appraisals;
- extensive experience of organising meetings, internally and externally;
- taking minutes for a wide range of meetings and varying minutes to fit with purpose;
- providing support to Trustees and/or senior management;
- managing administration processes that support good governance;
- diary management for Chief Executive or senior managers; and
- working flexibly to manage multiple demands and deliver to deadlines.

Job specific skills and competencies:

- able to represent the charity to a high standard, developing and maintaining professional relationships internally and externally;
- excellence in minute taking, providing concise and clear records of meetings, including Trustee meetings;
- high level of skill in general administration tasks, ensuring they are very well managed and organised;
- a high level of competency in diary management, prioritising people and appointments as agreed;
- ability to manage specific projects;
- very competent in communicating with others, internally and externally;
- skills in personnel administration with the ability to organise others;
- skilled in identifying the need for improvements and able to put these into action; and
- skill in working independently and exercising good judgement to manage any challenges.

Knowledge and understanding of:

- supporting a Board of Trustees or Directors, Chief Executive and senior management team;
- digital approaches including virtual meetings, using standard office software and databases;
- specific software associated with organisational management e.g. finance, housing;
- supporting effective internal and external relationships;
- managing projects and tracking progress;
- GDPR, data management and confidentiality; and
- good practice in administration.

Organisational behaviours:

- committed to the vision, values and aims of the Trust;
- communicates effectively with the Trust team and external people and organisations;
- seeks to continuously improve the operations and delivery of the Trust;

- works efficiently and effectively;
- willing to learn and develop own skills and support others;
- works well as part of a team;
- manages own workload well with ability to prioritise tasks;
- flexible and responsive in approach and attitude; and
- understands the importance of confidentiality and data protection.

Personal circumstances:

- the ability to travel to The Gannochy Trust office and other locations as needed to meet the requirements of the role; and
- able to work from home if required to meet the requirements of the role.