

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title:	Administrator
Place of work:	Based at the Community Foundation offices in Stafford and Shrewsbury, but expected to travel to any location served by the Community Foundation
Reporting to:	Head of Programmes, Chief Executive
Key Relationships:	Chief Executive, Trustees of the Community Foundation, the Community Foundation team, Existing and future suppliers and contractors
Role Purpose:	The Administrator provides efficient, high-quality administrative and secretarial support to ensure the smooth running of the charity's operations, governance processes, communications, and grant-making activities. The postholder supports the Board, committees, staff team, community groups, and visitors, contributing to the professional and friendly running of the organisation.
Hours of Work:	hours per week, (job share or reduced hours may be considered)
Salary:	£25,877 per annum FTE, (£16,786 based on 24 hours), plus a generous benefits package

Key Responsibilities

Governance & Committee Support

- Prepare and circulate agenda, papers, and supporting documents for board, sub-committee, and other relevant meetings
- Attend meetings and take accurate, confidential minutes
- Track and follow up actions, ensuring timely completion
- Maintain organised records of meeting papers and decisions

Secretarial & Administrative Support

- Provide confidential secretarial support to the Chief Executive and Senior Leadership Team
- Type and word-process documents, letters, reports, and correspondence
- Undertake general office administration including filing, scanning, photocopying, and data entry
- Manage incoming and outgoing post

Database & Records Management

- Administer and maintain the contacts database, ensuring accuracy and completeness
- Keep up-to-date formal records of organisations and groups the charity works with
- Enter and update details of grant applications into the CRM system

Community Foundation for Staffordshire & Shropshire
Administrator

- Enter and update details of donations and opportunities into the CRM system
- Produce reports, lists and summaries as required

Communications & Newsletter Support

- Assist in preparing, producing, and distributing regular newsletters
- Maintain the mailing list database and ensure contact permissions are up-to-date
- Assist in gathering and collating content for newsletters and communications
- Support communication with and between affiliated and voluntary groups, including providing assistance at network events

Information, Filing & Systems Administration

- Assist in the administration, organisation, and development of information systems including digital files, databases, and physical records
- Routinely collate information relating to the charity's services and programmes
- Support the preparation, co-ordination, and issuing of the Annual Report

Grant Programme Administration

- Support the eligibility and assessment processes for grant applications
- Enter application details, assessments, and monitoring updates onto the CRM
- Prepare panel papers for decision-making meetings
- Produce correspondence to applicants
- Contact individuals or groups by phone when clarification or further information is required
- Assist with processing grants through to completion, including notifying applicants of outcomes
- Provide customer service support to applicants and community groups

Receiving & Dealing with Enquiries

- Answer the telephone, respond to enquiries, and direct calls appropriately
- Greet and support visitors to the charity's offices in a professional and friendly manner
- Take bookings for meeting rooms and help to set them up for use
- Provide general information about the charity's services where appropriate

General Duties

- Provide administrative support to staff across the organisation as necessary
- Support events, meetings, and community activities as required

Community Foundation for Staffordshire & Shropshire
Administrator

General Terms and Conditions

General

The Foundation has to continually modify and improve its service. This will inevitably mean that modification of structures and thus job descriptions may prove necessary. The post holder will be expected to co-operate with changes, which the Chief Executive may wish to introduce, subject to consultation.

Flexibility

The days and times of work generally fall within standard office hours, but may vary according to operational needs. The post holder may be required to work flexibly to cover for the absences of colleagues and for other operational reasons.

Policies and Procedures

The post holder must comply with the policies and procedures of The Community Foundation. The post holder will be made aware of relevant policies and procedures during induction and mandatory staff training.

Training And Education

The post holder is expected to attend staff development programmes, training courses and study days as deemed necessary by the Chief Executive. They should take personal responsibility for attendance at training and ensuring all competency assessments are completed and reassessed as necessary. They should identify gaps in their skills and knowledge, identifying relevant courses to help rectify this.

Communications and Working Relationships

Subsequent to the Foundation's policies on professional and personal relationship boundaries, the post holder is expected to foster excellent working relationships with all service recipients, staff, visitors, volunteers and donors. The post holder should act at all times in a professional manner, respecting the need of colleagues and co-operating to maintain a harmonious working environment.

Salary

The salary for this role is £25,877 per annum for a 37-hour working week and pro-rata for part-time positions. Working hours are flexible but depend on a start time between 8am and 10am. There may be a need to work outside of these hours and so flexibility in working patterns is given.

Benefits Package

The successful candidate will also be rewarded with a generous benefits package which includes flexible working, a 5% pension contribution, guaranteed Christmas leave, all recognised bank holidays, at least 20 days annual leave per annum, (rising by one day with each continuous year of service up to a maximum of 5), a healthcare plan providing cashback, and a package providing generous discounts at local shops, supermarkets and leisure facilities, including gyms and cinemas

PERSON SPECIFICATION

It is essential that in your written application you give evidence of examples of proven experience in each of the selection criteria in **Part One** of the person specification. These responses will be developed and discussed with those candidates invited for interview, together with the other criteria listed in **Part Two**. It is essential that you are able to give examples that support the attributes listed in **Part Three**.

Part One – Knowledge and Experience

- Experience preparing agendas, taking minutes, and supporting meetings
- Computer literacy, including a knowledge of Microsoft Office packages and CRM systems
- Basic knowledge of the voluntary and community sector within Staffordshire and/or Shropshire would be advantageous
- Understanding of grant-making principles and due diligence

Part Two – Skills and Abilities

- Excellent written and verbal communication skills
- Strong administrative and organisational skills
- Ability to handle confidential information with discretion
- Friendly, professional approach with good customer service skills
- Excellent organisational and time-management abilities
- Confident when working independently and proactively
- Ability to prioritise multiple tasks and work to tight deadlines
- Access to a vehicle and holding a current driving licence

Community Foundation for Staffordshire & Shropshire
Administrator

Part Three – General Skills and Attributes

Attribute	Essential	Important	Desirable
Qualifications			
A good standard of education in Maths and English Language	✓		
Skills			
Strong administrative and organisational skills	✓		
Strong communication skills		✓	
Ability to assess information objectively and make evidence-based recommendations	✓		
Competency in Microsoft Office	✓		
Excellent written and verbal communication skills	✓		
Strong attention to detail and commitment to accuracy	✓		
Ability to prioritise multiple tasks and work to tight deadlines	✓		
Experience			
Experience preparing agendas, taking minutes, and supporting meetings		✓	
Experience of working in a charity or not for profit environment			✓
Knowledge			
Knowledge of the voluntary, community and social enterprise sector across Staffordshire and/or Shropshire			✓
Knowledge of CRM systems			✓
Understanding of GDPR and data management			✓
Values			
Commitment to the mission and values of the Community Foundation	✓		
Commitment to equity, diversity and inclusion	✓		
Behaviours			
Collaborative, open and supportive working style	✓		
Ability to handle confidential information with discretion	✓		
Professional, positive, and adaptable attitude	✓		
Passionate self-starter	✓		
Ability to work on own initiative		✓	