

NCVS Central Administrator



Nottingham
Community
and Voluntary
Service

Hours: Full time, 35 hours per week

Salary: £23,450 – £25,450 per annum

Closing date: 12 noon on Monday 20 January 2025

Interview date: Week commencing 27 January 2025

Download an application pack:

<https://www.nottinghamcvs.co.uk/about-ncvs/vacancies-at-ncvs>

Nottingham Community and Voluntary Service (NCVS) is at the heart of Nottingham's voluntary sector, and prides itself on keeping the voluntary sector connected to issues affecting it.

We are looking for an organised and skilled person to help us achieve a high level of customer service. We require a detail-oriented individual and skilled communicator, eager to work collaboratively with a team of staff and volunteers. If you enjoy variety, want to understand the operations of a busy charity, and recognise that organised systems are essential in helping to build relationships and improve efficiency, this role is for you.

The role involves:

- Supporting the efficiency of NCVS workflow, systems and organisation-wide processes, especially by assisting the Operations Manager in maintaining a comprehensive database of contacts using the NCVS CRM system.
- Providing logistical and administrative support for NCVS's training and development and events programme.
- Handling communication with the internal team, external partners and the wider public, including responding to email and phone enquiries and signposting where applicable.

Our ideal candidate will have experience of office administration, with the ability to learn processes quickly as well as being able to identify areas which require development. You will be able to use Microsoft Office applications to a high standard and have experience of databases / customer relationship management (CRM) systems, with an advantage in experience of CiviCRM (not essential).

About NCVS

NCVS is a welcoming, supportive and culturally diverse organisation at the heart of Nottingham's voluntary sector (registered charity no. 1070790). We positively welcome applications from all sections of the communities in which we work.

We expect high standards from our staff, and in return you can enjoy flexible working hours, excellent annual leave entitlement, generous pension and training and personal development opportunities.

NCVS is a disability confident employer. We are positive about disabled people. We guarantee to interview all disabled applicants who meet the minimum criteria for our vacancies. NCVS is proud to be a Living Wage employer. All our staff receive the Living Wage at a minimum for the work they do.

