

Job Description

Job Title	NCVS Central Administrator
Job Purpose	<p>To provide administrative support for NCVS on an organisation-wide basis, helping to build and strengthen supportive, positive and responsive working relationships with colleagues, volunteers, visitors and all external stakeholders.</p> <p>To support the efficiency of NCVS's workflow, systems and processes, especially by assisting the Operations Manager to keep the NCVS Customer Relationship Management (CRM) database accurate, up to date and healthy.</p>
Accountable to	Operations Manager
Major tasks	<p>General administration</p> <ul style="list-style-type: none"> • Oversee co-ordination of the NCVS central email inbox and telephone number, responding to enquiries, and signposting to other members of the team where applicable. • Ensure regular team meetings are scheduled, preparing agendas, and transcribing and distributing minutes. • Provide support around recruitment administration and co-ordinate and administer various aspects of on-boarding for new members of staff. • Co-ordinate effective use of the Microsoft 365 environment by organising shared calendars, developing Teams channels, and assisting the team to make best use of our IT and administrative systems for hybrid and remote working. • As a member of the internal Operations Working Group, evaluate existing administrative systems and develop new ones to support the NCVS team (e.g. filing and retrieving of information), to improve efficiency and internal communication. <p>Support to the CEO and governance administration to the Board</p> <ul style="list-style-type: none"> • Co-ordinate and manage the Chief Executive's diary to meet business needs and changing priorities. • Provide support to the Board of Trustees meetings, including handling diaries, sending invites, sharing papers and taking minutes. <p>Information systems</p> <ul style="list-style-type: none"> • Provide support to the Operations Manager in maintaining a comprehensive database of contacts using the NCVS CRM system, helping to ensure accuracy and integrity of data.

	<ul style="list-style-type: none"> • Assist the Operations Manager to document and implement standards and procedures in using the CRM system, to help embed its use across the NCVS team. • Assist in supporting external customers who require user accounts for login to the NCVS website, helping to troubleshoot and identify areas where updated user guides may be needed. • Assist with managing mailing groups, uploading documents, and preparing data for bulk email communications. • Update the database to ensure that activities and work with new and existing contacts is captured appropriately to assist with the monitoring and development of NCVS services. • Maintain confidentiality and understand responsibilities relating to the Data Protection Act, UK General Data Protection Regulation (UK GDPR), Privacy and Electronic Communications Regulations (PECR) and any other relevant statutory requirements. <p>Administration of NCVS events and training and development programme</p> <ul style="list-style-type: none"> • Provide logistical and administrative support for NCVS's programme of online and in-person events, including maintaining up to date event calendars. • Use the CRM system to create and maintain events for participant bookings made via the NCVS website. • Respond to queries from participants via phone and email and process / confirm registrations which are unable to be completed via automated webforms. • Produce certificates of training attendance (where applicable), support follow-up communications, monitor evaluation responses and create performance reports.
General Requirements	<ul style="list-style-type: none"> • To manage own workload effectively. • Able to use Microsoft Office to a high standard. • Comfortable with working remotely and using virtual meeting and collaboration tools such as Zoom and Microsoft Teams. • Contribute to the development of NCVS as an effective organisation working in the interests of the voluntary sector. • Work within standards of good practice working with and involving volunteers. • Attend appropriate NCVS meetings, including staff and volunteers meetings, team meetings and others as appropriate. • To receive supervision and appraisal and be committed to own development • To be committed to and work within NCVS policies and procedures, including its Ethical Values Statement, Equality, Diversity, Harassment and Health and Safety policies. • Undertake any other tasks as deemed appropriate by NCVS management.

Contract details	Full time, 35 hours a week Home or office-based, or a hybrid approach
Terms and conditions	<ul style="list-style-type: none"> • Flexible working hours, using a TOIL system • Paid sick leave, dependent on length of service • 5% pension contribution, dependent on employee's own contribution • NCVS has a comprehensive Staff Handbook, which outlines the terms and conditions applicable to this post.
Salary	£23,450 to £25,450 per annum
Last modified by:	Nicki Hastie
Last modified on:	December 2024