Administration Services Officer
(Full-time)

Application Pack

Closing date: 7th September 2018
Interviews: 14th September 2018
Welcome from the Chief Executive

Dear Applicant

Administration Services Officer

Thank you for your interest in this essential role at Northamptonshire Community Foundation (NCF). This is an extremely exciting time to join our expanding team.

NCF deliver a variety of funding for the local voluntary and community sector in the region of £1.3 million per year. As the leading independent philanthropic grant-making charity in the area we are proud to have delivered vital support to our communities for the last 17 years.

This is a challenging time for many people in our communities especially for those experiencing disadvantage in society. We aim to grow our endowed funds in order that we can help more people. Our 17 years of experience has demonstrated that giving through NCF is one of the most effective ways for philanthropists to support local communities.

The successful candidate will help to maintain and develop the Foundation’s administrative systems, both manual and computer based, to provide comprehensive team administration support, reception duties, some confidential PA support to the Chief Executive, ensure the smooth and safe running of the office and to organise and service internal and external meetings.

I hope that you will find all the information you need included within this pack. If, however, you would like an informal and confidential discussion with me then please do call on 01604 230033.

Yours sincerely,

Victoria Miles DL

CEO
About Northamptonshire Community Foundation

The Northamptonshire Community Foundation is a unique charity which promotes and manages philanthropy.

We are the leading independent grant-making charity in the county and we are proud to have worked with our fund holders and donors to ensure projects make a sustainable impact on local needs, helping our donors make the most of their charitable giving.

We deliver a variety of funding for the local voluntary and community sector awarding grants of over £1million annually. We are dedicated to funding community-based action which improves the lives of our county’s most disadvantaged people and communities. Child poverty, unemployment, homelessness, domestic violence and social isolation are just some of the issues we strive to tackle each year.

We are one of 46 Community Foundations across the UK which are playing a leading role in the development of community philanthropy and resources to sustain communities. For information and contact details of all Community Foundations and to find out about issues being addressed by the UK Community Foundations please visit their website.

With the help and support of our donors and partners we are able to help the communities where we live, work and play. This Foundation is for the county of Northamptonshire. All funding raised stays right here.
Our Vision, Mission and Values

The Foundation’s vision is to create a culture of giving that strengthens and supports the local community.

Our mission for Northamptonshire Community Foundation is to see us providing a unique channel for donors of all kinds to engage with their communities and each other on a lasting basis. The Foundation will be seen as a catalyst of social change, making community philanthropy compelling and engaging local people in making communities better places to live, work, play and do business.

Northamptonshire Community Foundation will fund, connect and convene effective charitable activity that creates stronger and more cohesive communities.

The Foundation’s role as a Community leader means that we undertake research, build community resource, broker partnerships, promote strategic relationships and rise to the challenge in difficult circumstances when leadership is required.

Northamptonshire Community Foundation is underpinned by its commitment to involving local people in decision making and to the values of cultural diversity and equal opportunities. It exhibits probity and good governance, with transparent and accessible procedures.

The Foundation’s philanthropy advice, investment policies, financial systems and grant giving services are Quality Accredited independently every three years through an independent evaluator provided by our membership organisation UK Community Foundations.
Staffing Structure 2018

Chief Executive
Full time

Grants Director/ Deputy CEO
Full time

Communications Officer
Full time

Programmes Officer
Full time

Grants Co-ordinator
Full time

Finance Manager (consultant)
Part time

Fund Development Manager
Full time

Development and Events Officer
Part time

Administration Services Officer
Full time
How to apply

The closing date for applications is **5pm on Friday 7th September 2018.** If you have any queries about the position, please call Olumide Fadahunsi on 01604 230033

To submit your application, please download and complete the application form and equal opportunities form, (if you cannot access the links above, please use the links provided at www.ncf.uk.com/vacancies) send a covering letter and personal statement based on the Job Description and Person Specification stating why you think you would be ideal for the position. Your statement must not exceed two sides of A4.

Please email these documents to: Olumide@ncf.uk.com
Alternatively, you can post your application to NCF, 18 Albion Place, Northampton, NN1 1UD

Interview

Interviews will be held on **Friday 14th September 2018** at our offices in Albion Place.

You will be invited to a formal panel interview and we may ask you to complete a simple administrative task.

Professional and personal references will be required.

Our latest Annual Review can be viewed here.
Administration Services Officer

**Responsible to:** The Chief Executive

**Post** Administration Services Officer

**Job Purpose:** The role is to primarily maintain and develop the Foundation’s administrative systems, both manual and computer based, to provide comprehensive team administration support, reception duties, some confidential PA support to the Chief Executive, ensure the smooth and safe running of the office and to organise and service internal and external meetings.

**Responsible to:** Chief Executive

**Hours:** 37 hours per week

**Salary:** £16,000 -£18,000

**Pension:** 5% contributory scheme (after successful completion of 6 months probationary period)

**Holidays:** 25 days per annum in addition to statutory bank holidays

**Base:** 18 Albion Place, Northampton NN1 1UD

**Main Tasks:**

1. **To provide administration, reception and office services:**
   - Providing administrative support including word processing, data entry, printing and handling telephone enquiries
   - Providing excellent customer reception duties; face to face and telephone
   - Providing confidential secretarial support, including personnel to the Chief Executive
   - Maintaining an electronic diary system of all key meetings and events
   - Developing and maintaining filing systems in conjunction with other staff
   - Maintaining and updating the contact database – DIGITS 2 Salesforce
   - Supporting the Chief Executive in providing administrative support for the Quality Accreditation process – updating policies and procedures
   - Providing administration of initiatives supporting community groups
   - Ensuring adequate stationery and materials are available, including cleaning and catering resources
   - Open, date stamp and distribute incoming post
   - Prepare, log, weigh, stamp and post all outgoing mail daily

2. **To service Board and Panel meetings:**
   - Liaising with the Chief Executive to plan and prepare for Board, Panel and other NCF meetings
   - Taking minutes, circulating agendas and papers and carrying out any other tasks necessary to ensure meetings operate effectively, including maintaining files
   - Being responsible for provision of rooms, equipment and refreshments
3. To provide administrative support to the grant application process:
   - Entering details of each application onto the DIGITS 2 database
   - Producing correspondence relevant to the application process
   - Contacting applicants by telephone when clarification or further information required
   - Preparing panel papers on applications as required by the Grants Director
   - Providing information on successful grants in formats as required
   - Support the Finance Manager in the processing of BACS payments
   - Support the eligibility and assessment process of grant applications
   - Provide customer service support on grants enquiries
   - Provide customer service support to the local giving project

4. To provide personnel administration:
   - Supporting administration of the recruitment process for staff and trustees
   - Being responsible for maintenance of personnel records
   - Keeping appraisal timetables
   - Ensuring staff and trustee handbook is kept up to date
   - Preparation of induction paperwork
   - Providing support to the CEO and preparation of paperwork for Quality Accreditation process

5. To be responsible for maintaining the workplace:
   - Ensuring health and safety regulations are met and communicating such to staff
   - Supporting the Chief Executive regarding property and maintenance matters
   - Maintaining IT and telephone systems and liaising with suppliers of support
   - Ensuring office equipment is maintained and used correctly and effectively

7. From time to time it may be necessary for the post holder to contribute towards other aspects of the Foundation’s work as required by the Chief Executive, commensurate with the scale and general nature of the post.

All tasks to be completed in line with Northamptonshire Community Foundation’s procedures and guidelines

ADMINISTRATION SERVICES OFFICER

ESSENTIAL SKILLS & REQUIREMENTS

1. Excellent interpersonal skills with an approachable and warm manner together with a supportive and professional attitude.

2. Excellent administration and numeracy skills.

3. Excellent customer care skills.

4. Excellent organisational skills, with the ability to work under pressure and to meet deadlines.

5. Evidence of excellent IT skills, in particular with regards to databases, Excel, PowerPoint and presentation packages.

6. Motivated, flexible and prepared to suggest change to improve standards.

7. Excellent written and verbal communication skills, with a good eye for detail.
8 The ability to remain calm, helpful and positive in all situations and the ability to relate to all sectors of the community.

9 Can take responsibility for allocated tasks and see them through to conclusion, requesting assistance when required.

10 Works well with colleagues in a small team environment.

**DESIRABLE SKILLS & REQUIREMENTS**

1 Knowledge of Northamptonshire.

2 Knowledge and understanding of the voluntary sector and how the sector enhances the quality of life for individuals and groups.

3 Experience of working with charitable boards or similar.