

Job Description

Title:	Administration Assistant (AA)
Responsible To:	Head of Administration (HoA)
Key contacts:	Head of Administration, Kennel Team, SMT, Volunteers and Trustees
Contract:	Permanent. The position is subject to a three month probationary period.
Hours:	10 hours per week
Salary:	£ 3,900pa

Our Values

- **Respect** - We have due regard for the feelings, wishes, or rights of others and treat all animals and people with respect and dignity
- **Integrity** - We are undivided in our strong morals and principles to do the right thing for every dog in our care
- **Care** - We are passionate about the welfare of dogs, and all of our work is inspired by the needs and care for our dogs
- **Excellence** - We strive to be an organisation of excellence by strengthening our people, processes and resources

Primary Role Purpose

Provide a comprehensive service and support to all team members, Co-ordinators, volunteers, visitors and Trustees. Ensure people engaged with the charity are able to conduct their activities in a safe secure environment and with efficient and effective communications and services to achieve the best reputation of Stokenchurch Dog Rescue.

Office Administration

1. Assist the HoA in the development and maintenance of written Administration Standard Operation Procedures, initiating any improvements
2. Assist the HoA in checking, processing and monitoring supplier invoices, ensuring their accuracy and efficiency, challenge where appropriate
3. Assist the HoA in the effective and efficient maintenance of the weekly cash reconciliation and banking
4. Assist the HoA in the handling and processing of all petty cash transactions
5. Assist with all incoming post addressed to SDR, ensuring that the correct member of staff and/or Trustee receives relevant documents. Ensure approvals are obtained to open and process personally addressed post.
6. In the HoA's absence process documentation relating to the intake of all dogs
7. In the HoA's absence process documentation relating to the adoption of all dogs
8. Assist the HoA in the preparation of the 'New Owner' packs, ensuring that all information is relevant and current, reflecting the ethos of SDR
9. Assist in the administration process for dealing with a stray dog, this to include recording finders details, owners details etc. and contacting the local authority concerned.

Membership Secretariat

10. Oversee and own all Membership Standard Operation procedures, initiate any improvements and ensure all SOP's (hard or electronic copies) are kept up to date
11. Undertake weekly updates of the database to ensure accurate and up-to-date records at all times
12. Provide membership reports to co-ordinators twice a year to coincide with mailings
13. Provide articles for newsletter publication twice a year
14. Preparation of the newsletter mailings twice a year
15. In conjunction with the HoA preparation of the membership report for the AGM (June)
16. Actively seek to increase membership numbers, provide strategy and action plan

General

17. Provide an excellent reception service, welcoming the general public both in person and over the telephone demonstrating care and attention in responding to queries in order to provide appropriate assistance in addressing issues
18. Ensure a positive profile for SDR, maintain a polite and professional manner in dealing with customer complaints and 'challenging' members of the public and refer matters to LM/BoT as necessary
19. Assist the HoA in managing any work experience programmes and similar social/educational programmes including liaison with schools and the production of evaluation reports etc
20. Provide support as necessary for the running of fund-raising/PR activities

Special Requirements:

- Must be comfortable with dogs in the workplace/ office
- Proof of eligibility to work in the UK

Job Descriptions are not an exhaustive list of duties. You will be expected to carry out other duties and/or responsibilities commensurate with these responsibilities, and skills and qualifications of the post-holder as the Head of Admin/or the Board of Trustees may from time to time direct

PERSONAL SPECIFICATION The successful candidate must meet the following essential requirements:

EDUCATION

ESSENTIAL	DESIRABLE
Educated to NVQ level 2 in Maths & English or equivalent level of ability	

KNOWLEDGE AND EXPERIENCE

ESSENTIAL	DESIRABLE
General office experience	
Previous experience in a customer service orientated unit	
	Experience of working with volunteers

SKILLS AND ABILITIES

ESSENTIAL	DESIRABLE
Highly organised with excellent attention to detail and a logical clear approach to workload	
Demonstrably excellent verbal communication skills with a professional telephone manner and the ability to articulate in one to one contact and group meetings	

Polished IT skills with proficient use of Microsoft Office software e.g. Excel spreadsheets, Word, and Outlook. Must be able to deal with changing technologies. Uses technology effectively in the service of the charity. Data Base experience.	Sage experience
Understanding and strict adherence to matters of confidentiality	
Ability to manage multiple priorities and work to deadlines	
Good numeracy, ability to understand and analyse data	
Demonstrates a passion to support and assist through understanding, appropriate questioning and suggestions to enhance service	

PERSONAL ATTRIBUTES

Can establish rapport with others and maintains productive relationships for the benefit of the role and rescue centre	
Comfortable working as a team member or independently on own initiative and to meet deadlines and targets as they arise	
Willingness to be flexible, to manage own workload and prioritise effectively. May occasionally be required to work unsociable hours.	
A positive, and confident disposition. Accepts responsibility and shows judgement in referring upwards	
Appropriately assertive, and respectful. Accepts coaching and feedback; knows when to say thank you and when to apologise.	
Knows when and how to escalate issues in an appropriate manner with tact and diplomacy	
Good interpersonal skills and professional credibility that will influence and gain confidence in others	
Loyal, trustworthy and honest with a high level of integrity	
Demonstrates common sense. Works with others in a positive and constructive way, shares knowledge and experience	
Embraces change -adapts to new roles, tasks and processes	
Willingness to attend training and development courses when required.	
Flexibility of approach to hours/days worked.	Experience of working in the charitable voluntary sector - in a paid or unpaid capacity, is desirable as is a passion for Dog Welfare and commitment to Stokenchurch Dog Rescue's stated values with a working style that reflects this.