



JOB DESCRIPTION			
ROLE:	Administrator (P/T)	DAYS/HOURS:	25 hours per week Monday – Friday Mornings 9am – 2pm
REPORTING TO:	CEO	LOCATION:	Based at the charity's registered offices but working across the whole organisation

IN GENERAL

Swindon Food Collective is an independent food bank which provides emergency food boxes, plus toiletries and cleaning products for people in crisis, working in partnership with organisations across the community.

The role has key responsibility for the administration carried out to support the operations of Swindon Food Collective. The general duties will include managing aspects of the email, post, IT, document storage, vehicles, diaries, newsletters, mailings, printing, volunteer applications, data bases, social media, stationary ordering and accepting donations etc. This list is not exhaustive.

The work involves occasionally undertaking work of a confidential nature e.g. in relations recruitment, staff records and payroll activities.

The successful post holder will

- Be able and willing to carry out and/or support all administrative job roles associated with the warehouse and distribution centres
- Be responsible for scheduling and completing routine administrative activities in liaison with the Operations Manager, Finance Manager, Strategy Manager and CEO
- Demonstrate an understanding of the needs of the trustees, staff, volunteers, service beneficiaries and donors; and
- Demonstrate a willingness to help with other tasks when appropriate.
- Provide Exec PA Support to the CEO



THE SUCCESSFUL POSTHOLDER WILL

- Have extensive, proven, successful experience of office administration
- Be self-administering
- Provide administrative support to the Swindon Food Collective staff and operations in relation to the warehouse, distribution centres and administration
- Assist with the provision of administrative support in respect of fundraising or supporter activities"
- Demonstrate an understanding of the needs of the service beneficiaries, volunteers, donors, volunteers and other employees
- Be able to communicate the needs of the charity and its beneficiaries to the public, funders and community groups or forums etc. as required
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Key Tasks and Responsibilities:

- Understand and uphold the policies, procedures and operating manuals associated with the safe operation of the warehouse and in line with the requirements of the lease
- Manage, coordinate and supervise the desk diary of appointments, annual leave, absences, actions that require attention or meetings for trustees, staff and volunteer teams; informing people as appropriate of the particulars
- Accept ad hoc financial donations for the organisation, issuing receipts, recording income on petty cash sheet, maintaining safe storage and sending acknowledgements where appropriate; working in liaison with the Accounts/Treasurer when necessary
- Collect post from the Bible Society Reception or the external post box, recording and distributing it to the appropriate person
- Manage and maintain accurate organisational data and records; stock, voucher information, personnel and general administration as required
- Assist with the compilation of newsletters on a regular basis; communicating useful organisational information to staff and volunteers on a bi-monthly basis
- Manage the liaison with the voucher distribution agencies to ensure their understanding of the work of the Swindon Food Collective and the associated procedures relating to the distribution of vouchers.
- Closely monitor the +3 Weekly Report and liaise with the relevant Referral Agencies when there is a need to highlight clients who have had more than the recommended quota of referrals.
- To manage the Corporate Volunteering Programme, issue correspondence to corporate teams, maintaining a database of interested companies and dealing with requests/agreeing dates of attendance etc. ensuring organisational requirements are met. To manage the



allocation of slots to individual companies and deal with any queries that may arise. Liaise with the Warehouse Leader as and when necessary.

- To manage the Harvest period and all that this entails, in respect of liaising with churches and schools re donations/collections etc. Work closely with the SFC Driver during this time.
- To complete various month end tasks in respect of referrals and stock records and also provide numbers and certificates to various supermarkets, organisations, Household Support Fund and Fareshare.
- Assist with the compliance with environmental health, health and safety, safeguarding and insurance policies and protocols
- Assist and support the recruitment, training and work of the volunteers who help in the warehouse, distribution, with driving, fundraising and general administration
- Maintain a schedule so that all vehicles are regularly maintained, taxed, insured and have breakdown cover
- Direct any media and marketing enquiries to the Manager or in their absence the Chairperson

KEY SKILLS:

- Strong administrative and organisational skills
- Good interpersonal skills to maintain effective relationships with trustees, employees, volunteers, stakeholders, donors, partner organisations and key contacts
- Methodical working practices
- Excellent literacy and numeracy capabilities
- Excellent computer skills; knowledge and ability to use word, excel and databases is essential whilst knowledge of access, power point and social media would be beneficial
- Good communication skills both written and verbal; writing informative thank you letters to donors and supporters, having a good telephone manner with the ability to answer enquiries with common sense and learnt knowledge
- Good capability to use IT to enhance information transfer and gain public support via social platforms when required
- Strong interpersonal skills to encourage and motivate people in day to day work
- A willingness to learn
- Ability to maintain confidentiality where required

Personal Skills:

- A self-starter with the ability to work unsupervised; lone working on occasion



- A team player; having the ability to work with many people, demonstrating ability to coordinate, support and motivate different teams when required
- Ability to work under pressure and to deadlines when required
- Be willing to equally value and accept all people that come into contact with the organisation
- Be physically fit
- Be willing to help in other areas with tasks that are not necessarily administrative related
- Be aware of and willing to maintain confidentiality where required

TRAINING AVAILABLE:

- In-house Induction
- First Aid
- Health and Safety
- Fire Warden
- Manual Handling (when required)
- Safeguarding (if appropriate)



PERSON SPECIFICATION

ROLE:	Administrator	DAYS/HOURS:	AS Contract of employment
REPORTING TO:	Chairperson of Board Of Trustees	LOCATION:	Based at the charity's registered offices but working across the whole organisation

	Qualifications	Essential	Desirable	Training Available
1	Administration/Business/Accounts NVQ or equivalent	X		
2	Literacy and Numeracy to GCSE level	X		
3	Full, clean driving licence		X	
4	Keyboard skills	X		
	Experience, Skills – demonstrative abilities (3 years +)			
4	Administrative experience & capabilities	X		
5	IT inc. Word, Excel, Publisher & PowerPoint (ECDL)	X		
6	Office administration	X	X	
7	Recruitment and Interview processes	X		
8	Basic understanding of accounts	X		
9	Use of Social Media		X	
	Understanding Required – demonstrative experience			
14	Equality, Diversity and Inclusion, Discrimination	X		X
15	GDPR, Safeguarding & Confidentiality	X		X
16	Human Resource Policies and Processes	X		X