Job Description

Job: Office Administrator
Department: Foundation for Social Improvement
Date: November 2019
Salary: £22,334 pro-rata for 3 days per week (this includes London weighting)

Job Purpose
The role of the Office Administration is to support the delivery of the aims and objectives of the FSI. The Administrator will be responsible for the day-to-day management of administration for the FSI systems and processes that are crucial to the efficient and effective running of the FSI. The Team Administrator will work directly with the COO, but will equally support projects across the organisation when required to do so.

Key Relationships
The Team Administrator reports directly to the COO; the post holder will develop relationships and work cooperatively with all FSI colleagues.
Job Content

The principle aim of this role is to provide support the successful delivery of the FSI’s Learning Programme.

1. **General Management**
   1.1. Ensure the efficient running of the office including purchase of office supplies and equipment
   1.2. Manage the FSI administration inbox
   1.3. Research, booking and on-going management of accommodation and travel requirements
   1.4. End-to-end management of discreet projects and events within the learning programme including responsibility for preparation of all necessary learning event materials.

2. **Finance**
   2.1. General banking (cheque payments and petty cash)
   2.2. Payments to suppliers
   2.3. Data inputting into account software,
   2.4. Accounts Payable and Receivable (invoicing)
   2.5. Month end reconciliations

3. **Other**
   3.1. Support FSI projects across the spectrum of FSI activities for small charities
   3.2. Supporting wider FSI activities which may include occasional evening events
   3.3. Deliver, support and contribute to the projects of colleagues as and when necessary to ensure the smooth operation of our activities.
   3.4. Exhibit high standard of customer services to FSI members, answering queries promptly and effectively by email or phone

4. **Team Support**
   4.1. Play a full and active role in the FSI team
   4.2. Support other teams to achieve their goals through flexibility and a willingness to undertake other duties as required.

5. **Projects**
   5.1. **Small Charity Week:** Working with the Director of Marketing and other Project Officers to support the administration of specific days/activities.
**Person Specification**

1. Ability to understand, commit to and further the values and aims of the FSI
2. High standard of customer service
3. Excellent communications skills at all levels – written and verbal and including listening skills and the ability to share information clearly
4. Excellent organisational, and administrative skills, ability to forward plan and deliver against established plans to achieve success
5. Excellent attention to detail and time management skills
6. The ability to negotiate with others to achieve objectives, whilst maintaining good working relationships
7. Ability to demonstrate initiative and have a creative approach to problem solving
8. Ability to work as a team in effective co-operation
9. The ability to manage conflicting situations and priorities with tight deadlines
10. A positive outlook and a flexible approach to work
11. Able to use standard computer software including Excel (preferably good knowledge), Word and PowerPoint, and a knowledge of CRMs and/ or databases
12. Research and analysis skills

**FSI Values:**

The values of the FSI are empathy; respect; energy; excellence; persistence and a sense of the possible. These values guide all we do for our members, but they also guide how the FSI behaves as a responsible employer.

To ensure clear leadership we will establish a vision of the future and the team will input into the strategies to achieve the vision. We will communicate the vision through actions and words, which we hope will inspire all to overcome any challenges they face. We will celebrate, share and reflect on our successes together.

**Note**

Although the core duties are set out within the Job Description, a flexible approach to work is essential. The post-holder may be required to adapt his/her working style to take account of changes to working practice (e.g. particularly with the introduction of new technology)

The FSI works across the UK and therefore travel and overnight stays may be required in order to deliver this role effectively.

November 2019