



ARGYLE COMMUNITY TRUST
Home Park, Plymouth, PL2 3DQ

Argyle Community Trust Administrator

Job description

Hours: 40 hours per week - Flexible start/finish times
Salary: £20,000 per annum
Contract term: Permanent
Reports to: Office and Finance Manager
Location: Plymouth

Closing date for applications: Tuesday 21st June at 5pm

Interviews on Tuesday 28th June from 12pm

Argyle Community Trust is looking to recruit an Administrator to support with the Trust's central financial and organisational administration. Supported by the Office and Finance Manager the successful candidate will play an important part in helping the Trust to deliver its exciting and diverse range of programmes by providing vital office functions to our busy departments and managers.

The candidate must have experience of supporting in a range of administrative contexts and settings, including schools and/or further education would be desirable. We would also expect the successful candidate to have strong organisational and communication skills.

Argyle Community Trust is an equal opportunities employer and welcomes applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age. As a registered charity, the Community Trust works, in close conjunction with Plymouth Argyle Football Club, with many people across several sectors where sport has proven to be the ideal tool for creating lasting engagement with individuals.

Argyle Community Trust is committed to safeguarding and promoting the welfare of all participants on our programmes and promotes robust policies to ensure that our staff and volunteers adhere to safe practices. The successful candidate will be subject to undertaking safer recruitment including enhanced DBS checks prior to employment.

How to apply

If you can meet the specifications and would like to become part of the Argyle Community Trust team, please complete the application form via the link below and upload a covering letter which should draw on all relevant aspects of your experience, including paid employment and/or voluntary work and training to demonstrate how your skills, experience and personal qualities match the requirements of this job specification above.





<https://forms.gle/u21eSd2TXHQXVzMF7>

Role Overview:

The post holder will be responsible for a range of administrative duties in supporting the effective delivery of the Trust's programmes across a number of Departments. These will include the following key duties:

Administration

- To deal with internal and external post and emails on a day-to-day basis
- Gain a detailed understanding of Trust activities to answer/deal with queries, both face to face and via the telephone, take messages and pass them on to the relevant member of staff in an appropriate and timely manner.
- To cover reception duties, meeting and greeting visitors as required.
- Manage footfall and access to the facility, ensuring visitor compliance i.e., signing in / covid regulations / code of conduct
- Occasional use of tills and EPOS to sell refreshments
- To order stationery and office equipment as and when required
- To book accommodation and travel for staff as and when required
- Work with the Lead Data and Analysis Officer to ensure correct monitoring procedures are undertaken

General

- To be a flexible and supportive member of the team.
- To maintain strict confidentiality at all times
- Attend and take part in team meetings & regular reviews with line manager etc.
- To participate in relevant training programmes as required by the Trust.
- Adhere to the Trust's Health and Safety regulations and the organisations Policies and Procedures
- To be responsible for the use of physical equipment and to report any defects in equipment as appropriate
- To provide regional managers with an up-to-date letter of assurance each term
- To maintain office cleanliness
- Meet key performance indicators

Finance

- To be responsible for raising and distributing customer invoices for all remits when directed by finance manager.
- Update company details on accounting software
- Ensure regular review of outstanding debtors and creditors and take appropriate expediting action, informing finance manager of queries to be resolved

Personnel





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- Data input, data extraction, photocopying, filing and typing duties as directed
- To support the team to maintain accurate, timely and legible records
- To maintain filing systems in line with organisations policies and procedures.
- To be responsible for keeping all policies, procedures, staff documents and filing in date order and to make sure all records are current and up to date.
- Review and advise those staff who need to update DBS, Safeguarding or First Aid qualifications prior to them expiring by accessing Breathe HR platform
- To update the Single Central Record weekly with any new staff or leaver information
- To maintain an up-to-date contact list for the whole Trust, ensuring this aligns with Breathe HR records

Operating Booking Systems

[Views/Openplay/Salesforce - training on business specific platforms and systems will be provided, however, aptitude and willingness to learn is essential]

- Have an understanding of course booking timetables
- Set up all online course bookings utilising booking platform, ensuring direct communication and detail is acquired from participation
- Assist with online bookings for customers who cannot access website.
- Process customer refunds through the booking platform
- Review registers to ensure that information has been completed and inform Impact manager if there are gaps in input
- Ensure that data entered on booking platform is clean to enable Business and Impact reports to be produced





PERSON SPECIFICATION:

Attributes tested by Application, Interview, Task and References	Essential Desirable
Qualifications	
<ul style="list-style-type: none"> Level 3 qualification or equivalent in a relevant subject. Good level of IT. Good verbal and written skills Maths and English minimum GCSE Grade 4/C or above Relevant job related training or qualification indicating level of competence. 	E E E E E
<ul style="list-style-type: none"> Full driving licence. Level 5 qualification or equivalent. 	D D
Skills and Abilities	
<ul style="list-style-type: none"> Strong listener and communicator who can effectively convey information at an appropriate level 	E
<ul style="list-style-type: none"> Computer-literate with software proficiency in Microsoft applications and electronic systems such as points of sale 	E
<ul style="list-style-type: none"> Ability to work in a pressurised environment whilst delivering on a broad range of tasks and adapting to changing circumstances and priorities. 	E
<ul style="list-style-type: none"> Proven relationship-builder with both internal and external collaborators with strong interpersonal skills 	E
<ul style="list-style-type: none"> Proven relationship-builder with both staff and customers with strong interpersonal skills. 	E
<ul style="list-style-type: none"> Innovative problem-solver who can generate workable solutions: resolve concerns and complaints, through effective use of own initiative 	E
<ul style="list-style-type: none"> Team player who is strong at building trusting relationships with customers and colleague 	E
<ul style="list-style-type: none"> Demonstrates a flexible approach to work to enable effective delivery of a programme 	E
Experience	
<ul style="list-style-type: none"> Experience of customer service and/or working with the general public 	E
<ul style="list-style-type: none"> Experience of working in the training or education sector. 	D
<ul style="list-style-type: none"> Knowledge and commitment to safeguarding 	E
<ul style="list-style-type: none"> 	E





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Training and Development	
• A commitment to attend and support training appropriate to the job	E
• A commitment to the provide ongoing training and development to others	E
• A commitment to identifying training needs for CPD and self-improvement	D
• Willingness and ability to develop understanding of Safeguarding and Health and Safety risks	E

