



## **JOB DESCRIPTION**

<b>Job Title:</b>	Administration and Events Officer
<b>Duration:</b>	Permanent
<b>Hours:</b>	20 hours per week
<b>Responsible to:</b>	Director of Development and Communications
<b>Salary:</b>	NJC Salary Scale 6 - points 18 to 20 - starting at point 18 - £25,419 (pro-rata)
<b>Location:</b>	The Foundation currently has a hybrid working approach and therefore the place of work will include both the office location and home based working. Attendance at internal and external events will also be required for this post.

### **Role Description**

This is an exciting and important role in the Foundation. The Administration and Events Officer will provide efficient and professional administrative support to the Director of Development and Communications. They will have a key role in providing excellent customer service to our donors and stakeholders, and delivering high-quality events throughout the year.

### **About You**

You will be someone who is motivated and committed to our values, vision and mission. You will have excellent communication skills, with the ability to deal with people from diverse backgrounds and be great at building relationships with staff and customers. You will be committed to providing excellent customer service and enjoy working within teams, as well as on your own initiative. We expect you to have strong administrative skills, be highly organised and proactive, with the ability to plan and manage your time effectively. At times you will need to prioritise your work and be able to work under

pressure. We expect all our staff to have strong IT skills and be competent in using MS Office or Google Workspace and databases.

We also expect that you will identify improvements and efficiencies to help us improve our services and live our culture and values.

### **Main Responsibilities:**

The responsibilities of the Administration and Events Officer will include:

#### **Providing excellent customer service to visitors, callers and stakeholders, by:**

- Greeting and welcoming visitors on arrival and directing them to their meeting point if necessary;
- Answering calls, redirecting calls and receiving and returning messages courteously, accurately and promptly;
- Providing general advice and information to callers;
- Preparing and issuing written correspondence for supporters ( letters, emails, Invitations, reports, receipts, brochures, flyers, forms, proposals)
- Maintaining excellent and up to date records of stakeholders, donations and donor communications (Letters, Reports, Meetings, Invitations and events attended, Follow up);
- Regularly updating and maintaining records on our CRM database, including supporters, potential donors and key influencer data;
- Preparing reports from the CRM database as required;
- Assisting with the preparation and issue of digital communications, mailshots and publications;
- Stock management of publications, promotional and PR materials and equipment;
- Maintaining a library of communications consent from stakeholders.

#### **Arranging internal and external meetings and delivering high-quality events by:**

- Organising meetings, including scheduling external and internal diaries, setting up meetings, issuing invitations, recording responses, compiling attendance lists, booking venues, arranging hospitality and attending meetings where appropriate;
- Organising, providing administrative support for, and attending events;
- Taking, recording, filing and issuing of minutes of meetings.

#### **Providing efficient and professional administrative support to the Director of Development & Communications by:**

- Organising and booking travel arrangements;
- Maintaining effective communication with stakeholders;
- Providing general administrative support including filing, photocopying and correspondence;

- Participating in team meetings, recording action points as appropriate and carrying out relevant follow up actions;
- Ordering goods and services in line with corporate procedures;
- Maintaining effective and appropriate filing systems.

### **General**

All staff are required to:

- carry out their work in accordance with the organisational values and ensure that their behaviours are in keeping with our values;
- be aware of, understand and comply with all of the Foundations policies and procedures;
- manage their workload effectively while ensuring the efficient use of office resources and in particular Google Workspace and the Foundation's database, Salesforce;
- maintain at all times the confidentiality of information received;
- carry out such other appropriate tasks and work as requested;
- attend and participate in staff meetings, team meetings and relevant training;
- attend some of the Foundation events each year.

This Job Description is not intended to comprehensively list the responsibilities of the post, but to indicate the main areas which at this stage appear to be the essential requirements of the post.

## Administration and Events Officer : Person Specification

	<b>ESSENTIAL CRITERIA</b>	<b>ASSESSMENT</b>
<b>QUALIFICATIONS</b>	A good standard of education (at least 5 GCSE's (Grade A - C) including Maths and English - or equivalent)	Application Form
<b>EXPERIENCE</b>	At least two years' work experience in a similar administrative role including all of the following: (i) dealing directly with customers and/or the public by phone and in person; (ii) Typing letters, reports and correspondence; (iii) Diary management and organising meetings;  Experience of organising events.	Application Form, Test and Interview
<b>KNOWLEDGE/ SKILLS</b>	Excellent customer service skills;  Excellent communication skills, both written and verbal;  Excellent IT skills and a working knowledge of MS Office or Google Workspace;  Highly effective organisational and time management skills;	Interview and Test
<b>PERSONAL QUALITIES</b>	Enthusiastic and motivated.  Committed to the Foundation's vision, mission and values;  Committed to Diversity, Equality and Inclusion and to working with a diverse range of people and communities across Northern Ireland.	Interview and Test  Application Form and Interview  Application Form and Interview
<b>OTHER REQUIREMENTS</b>	Able to attend events, including occasional evening events.	Application Form
	<b>DESIRABLE CRITERIA</b>	
<b>EXPERIENCE</b>	Relevant experience of using a CRM database.	Application Form



## **Summary of Main Terms and Conditions**

- This is a part-time permanent post. Working hours are 20 hours per week, exclusive of meal breaks. Our normal office hours are Monday to Friday, 9.00 a.m. to 5.00 p.m. However, the Foundation is a flexible employer and currently has a hybrid working approach and therefore the place of work will include both the office location and home based working. Actual working hours will be agreed between the post-holder and the Director of Communications and Engagement.
- Attendance at events across Northern Ireland will be required, including occasional evening events.
- Holidays are 25 days annually plus birthday off, (plus statutory & customary days). Holidays for part-time staff are pro-rata.
- The post is subject to a probationary period of up to 6 months.
- The post-holder may be eligible for membership of the Foundation's Pension Scheme.
- The post-holder will be entitled to membership of the Foundation's HealthShield Employee Benefits Scheme.
- The post-holder will not be entitled to on-site parking.

The Community Foundation for Northern Ireland is an equal opportunities employer. We welcome applications from all suitably qualified persons.

June 2022