



JOB DESCRIPTION

Job Title:	Administration Officer
Duration:	Permanent
Hours:	35 hours per week
Responsible to:	Director of Operations
Salary:	NJC Salary Scale 6 – points 18 to 20 – starting at point 18 – £25,419
Location:	The Foundation currently has a hybrid working approach and therefore the place of work will include both the office location and home based working.

Role Description

This is a key role in the Foundation. The Administration Officer will provide efficient and professional administrative support to the Senior Management Team, in particular the Chief Executive, and ensure that the office runs smoothly and is welcoming to staff and visitors. The Administration Officer will also have a key role in providing excellent customer service to our stakeholders.

About You

You will be someone who is motivated and committed to our values, vision and mission. You will have great communication skills, with the ability to deal with people from diverse backgrounds and be able to build relationships with staff and customers. You will enjoy working within teams, as well as on your own initiative. We expect you to have strong administrative skills and be highly organised and proactive. You should be able to plan and manage your time effectively and at times prioritise your work and/or 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 Officer will include:

- Greeting and welcoming visitors on arrival to the office 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;
- 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 and booking travel arrangements for the Senior Management Team and Trustees;
- Maintaining effective communication with Trustees and maintaining Trustee records;
- Assisting with the preparation and issue of Board and sub-committee papers;
- Attending Board and sub-committee meetings and taking and typing minutes;
- 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 purchasing and tendering procedures;
- Maintaining effective and appropriate filing systems;
- Assisting with ordering and maintaining adequate office, hospitality and kitchen supplies;
- Assisting with receiving and distributing post;
- Assisting with maintaining a record of off-site document storage and retrieving/adding documents as necessary and in line with GDPR and our Data Protection Policy;
- Ensuring a welcoming and tidy reception area for visitors;
- Liaising with the landlord in relation to facilities management issues;

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.

Summary of Main Terms and Conditions

This is a full-time permanent post. Working hours are 35 per week, exclusive of meal breaks. The normal hours for this post are Monday to Friday, 9.00 a.m. to 5.00 p.m. and based in the Foundation's Belfast Office. 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.

Holidays are 25 days annually plus birthday off, (plus statutory & customary days).

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.

Administration Officer : Person Specification

	ESSENTIAL CRITERIA	ASSESSMENT
QUALIFICATIONS	A good standard of education (at least 5 GCSE's (Grade A - C) including Maths and English - or equivalent)	Application Form
EXPERIENCE	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;	Application Form, Interview and Test
KNOWLEDGE/ SKILLS	Strong administration skills; Excellent communication skills, both written and verbal; Strong IT skills and a working knowledge of MS Office or Google Workspace; Highly effective organisational and time management skills;	Interview and Test
OTHER REQUIREMENTS	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. Able to attend occasional evening events/ meetings	Application form and Interview