

Job description: Operations and Admin Manager

Your role will be to ensure existing projects and back office systems run effectively and efficiently as possible whilst supporting the charity's continuous development and improvement.

You will report to the CEO and be responsible for:

1. the effective and efficient delivery of the projects
2. the smooth running of the charity's back office
3. administrative support for the Fundraising/Comms team and Trustees
4. contributing ideas and knowledge to help grow and develop the organisation.

Specific job description and responsibilities:

- Back office:
 - Entering and controlling data on a digital CRM system and extracting it for analysis and presentation
 - Entering receipts, and reconciling bank accounts on Xero book-keeping platform
 - Supporting the CEO as and when needed and to be the main point of contact when the CEO is not available
 - Responding to ad hoc queries and managing info@ inbox
 - Ensuring shared Drive, processes and policies are updated and monitored.
 - Note taking and circulation for meetings not limited to: Trustees, Coordination, Ambassadors
- Volunteer recruitment and development:
 - Liaising with volunteers from initial contact through all stages of recruitment and feedback
 - Acting as Designated Safeguarding Lead (training provided)
 - Acting as a conduit between project needs and volunteer interview team
 - Working internally (e.g. with Comms, Ambassadors) and externally (e.g. Indigo Volunteers/ universities) to promote/update volunteer opportunities and ensure that all projects are sufficiently resourced
 - Managing Volunteer Apartment bookings
 - Ensuring any issues arising are addressed and dealt with in line with the organisation's processes.
- Support for the Fundraising and Communications Director:
 - Fundraising: liaising with donors and collating statistics/information for applications and reporting
 - Communications: drafting and posting on social media platforms and our Wordpress website
- Supporting the Field Director to ensure projects:
 - processes are continuously monitored, updated and improved
 - are sufficiently and effectively staffed (volunteers and coordinators)
 - administration, accounting and banking is undertaken effectively, on time and in line with the organisation's processes
 - are fully supported
 - Be prepared to help deliver our services on site and respond to emergencies.
- Continuously identifying how communications and processes can be improved
- Other duties as may arise from time to time and as may be assigned to you outside of your normal job role.