

## Job Description and Person Specification

<b>Post title:</b>	Trust Administrator
<b>Responsible to:</b>	Board of Trustees
<b>Responsible for:</b>	N/A
<b>Salary:</b>	£20,475 pro rata (full-time equivalent (FTE) salary) / £10.50 per hour
<b>Hours:</b>	Part-time – 15 hours per week (0.4 FTE = to £8,190 annually)

### Background

The Upper Horfield Community Trust (UHCT) has been serving Upper Horfield since 1999. It supports numerous activities to take place, including a gardening club, gentle exercise classes, art classes, community events, scrabble club and training.

The main objectives of the trust are to:

- To continue to provide high quality cohesive community services and facilities
- to liaise with partner agencies to enable the provision of additional services
- to provide self-help opportunities for members of the local community
- to provide a focal point and voice for local residents
- to ensure our activities are environmentally sustainable.

### Job Summary

The post-holder will be expected to provide all aspects of administration to the trust. This includes ensuring that projects are adequately planned and resourced. The post-holder will also be expected to support the team in delivering to high standards, on time and to budget.

The post-holder will be required to follow the governing documents and policies and procedures of the organisation at all times. This includes positively engaging with the culture of UHCT as a member-led organisation.

Subject to the COVID-19 guidance in force at the time, this post will be based at UHCT (Eden Grove, Horfield, Bristol BS7 0PQ), with the opportunity for flexible working. The role may also include occasional evening and weekend working hours.

### How to Apply

To apply, please email your CV and a covering letter of no more than two A4 pages to [info@uhct.co.uk](mailto:info@uhct.co.uk), outlining how your skills, knowledge and experience meet the criteria listed in the person specification.

Deadline to apply is: 11:59 pm, Friday 26<sup>th</sup> March 2021.

For an informal conversation about the role, please contact Tom Renhard by emailing [info@uhct.co.uk](mailto:info@uhct.co.uk).

## Key Responsibilities:

### 1. Administrative Support

- Provide high quality administrative and project support to the organisation.
- Carry out meeting administration – including booking rooms, equipment and taking minutes, liaising with others as appropriate to plan for meetings.
- Provide inbox management support, ensuring queries are responded to and actioned in a timely and appropriate manner.
- Respond to enquiries received via telephone and in person, ensuring these are responded to and actioned in a timely and appropriate manner.
- Ensure clear and organised records are maintained of trust activities for monitoring and reporting purposes. This should be done in accordance with current Data Protection legislation.
- Ensure all bookings, activities and classes that go ahead in the building have room requirements in place in good time ahead of the booking starting.
- Ensure effective administration of community classes and other activities that may take place on trust premises.
- Contribute to the development of social media content for the organisation through highlighting the positive work the trust is doing to support local residents.
- Open and lock up the trust building and EGMC as required.
- Carry out other general office duties as may be required from time to time.

### 2. Governance Support

- Provide effective administrative support to the Board of Trustees. This includes preparing for the meetings of the Board and taking minutes at the meetings. Minutes should be available to the chair of the Board for agreement/adoption no later than seven days after the board meeting has taken place.
- Ensure accurate and timely preparation of papers are made for Board members no later than seven days prior to a board meeting.
- Implement and ensure that trust policies and procedures are appropriately followed by all people on the premises. This includes volunteers, visitors, clients, employees and other such individuals that may attend the premises.

- Ensure effective health and safety processes are followed on a day-to-day basis. This includes monitoring, accident and ill-health investigation, emergency procedures, fire and evacuation, maintaining equipment, information, instruction and supervision, training.
- Proactively engage with requests made by members of the Board of Trustees, providing support as is required for board members to be able to carry out their roles effectively.

### **3. Finance Support**

- Ensure all income and expenditure is recorded on approved software as directed by the trust. This includes processing and issuing of invoices.
- Follow appropriate cash handling procedures as may be issued by the trust. This includes ensuring cash takings are banked in a timely manner, with clear records kept on who the money was received from and for which activity / booking.
- Ensure appropriate financial records are kept and maintained by the trust, including (but not limited to): income, expenditure, remittance advice, invoices, bills, cash receipts.

### **4. Working with Stakeholders**

- Ensure appropriate input and engagement is sought from varying levels of the organisation to ensure effective implementation of plans and protection of the reputation of the organisation. This may include soliciting advice and guidance from your line manager, members of UHCT, members of the Board of Trustees and external funders as appropriate.
- Develop strong and effective working relationships with local residents and members of the trust to support the achievement of organisational objectives. This includes acting as an ambassador for the trust at all times.
- Coordinate and organise events with relevant stakeholders.
- Supervise tutors and office employees as agreed with the Board of Trustees.

### **5. Miscellaneous / Other Duties**

- Responsible for any other reasonable duties as required by the organisation.

## Person Specification

Attribute	Essential	Desirable	How this will be assessed
Education and Qualifications	<ul style="list-style-type: none"> <li>Relevant A-Levels / NVQ Level 3 or equivalent experience</li> </ul>		Application
Skills and knowledge	<ul style="list-style-type: none"> <li>Excellent negotiation and interpersonal skills</li> <li>Excellent IT and organisational skills, including experience with Microsoft packages (Word / Excel / or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of risk management, General Data Protection Regulations (GDPR) and equalities legislation and good practice</li> <li>Understanding of relevant health &amp; safety legislation</li> <li>Understanding of safeguarding processes and how to work with potentially vulnerable adults and children</li> </ul>	Application Interview
Relevant Experience	<ul style="list-style-type: none"> <li>Experience of coordinating projects and administration</li> <li>Experience of record keeping and the handling of sensitive and confidential information</li> <li>Experience of working with a range of stakeholders, including members of the public and other community organisations</li> <li>Experience of coordinating events</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with volunteers</li> <li>Experience of working in a democratic or membership environment</li> <li>Experience of developing marketing and publicity</li> <li>Experience of managing budgets</li> <li>Experience of using Quickbooks or equivalent accounting software package</li> </ul>	Application Interview
Personal Qualities	<ul style="list-style-type: none"> <li>Demonstrable experience of working within a team</li> <li>An approachable, problem-solving attitude</li> <li>Reliable, honest and trustworthy</li> <li>Ability to work unsupervised and on own initiative / proactively</li> <li>Ability to manage competing demands and prioritise effectively</li> <li>Flexible and adaptable approach</li> <li>Ability to motivate others</li> </ul>		Application Interview



Upper Horfield Community Trust

Serving Upper Horfield since 1999

	<ul style="list-style-type: none"><li>• Commitment to equality, diversity and inclusion</li><li>• Commitment to managing personal effectiveness</li><li>• Commitment to challenging stigma and discrimination for under-represented groups</li></ul>		
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