

Team Administrator	
Working Hours	25-30 hours per week (negotiable). Monday to Friday
Reports to	Head of Operations
Line Management	None
Budget Accountability	None
Remuneration	£25,000 pro rata
Place of work	Hybrid working

The VCS Alliance provides an independent voice for the voluntary and community sector (VCSE) in Gloucestershire. We work to support a vibrant and productive VCSE, and we do this through providing timely and useful information, developing partnerships and by supporting advocacy & representation. The key part of this role is to support the VCS Alliance Team to continue to do this important work.

Role Overview

The primary function of this role is to support the VCS Alliance to deliver its portfolio of work. A key piece of work for us is with NHS Gloucestershire. Within this work we are trying to ensure charities and community groups are able to contribute to the design and delivery of health and care services. We are establishing new ways of working across organisations. In terms of admin support, this will require coordination, minute taking, establishing, and maintaining file systems, and generally supporting the structure to work.

The VCS Alliance also hosts the GoVolunteerGlos.org volunteering platform. Our ambition is for Gloucestershire to be the very best place to volunteer in the country. Last year we launched the platform, and its success has meant we now require cover to support the day-to-day management of the site. The post holder will be responsible for general administration of the website, managing requests from both volunteers and organisations and helping us grow the success of the platform.

Another part of this post is to support the work of the VCS Alliance and its staff team. The holder of this post will have day-to-day responsibilities for the general administration of the organisation, be the first point of contact for members, and be the key point of contact for a variety of internal and external projects. This will include updating and maintaining mailing lists, creating, and distributing communications including our funding bulletin and generally supporting the team to deliver on various projects.

The successful candidate will show a high degree of organisation, integrity, and flexibility to support other team members, ensure the smooth running of the organisation, and in general be an ambassador for the VCS Alliance.

Key Responsibilities and General Duties

- Provide secretariat support for meetings, including organising dates, minute taking, working with project officers to fix agendas, writing up actions and distributing meeting papers.
- Update databases and mailing lists.
- Follow all organisational policies and procedures and assist in ensuring that these are applied consistently across the organisation.
- Support the development and organisation of VCS Alliance events (seminars, conferences, forums, and ad hoc engagement activities).
- Provide admin support for the GoVolunteerGlos.org website, including approving applications, and following up with volunteers to report on their experience.
- Produce monitoring reports for the staff team and board.
- Produce monthly funding bulletins and support the Communications Officer with their output.
- Field company phone calls and emails and distribute to the staff team.
- Maintain organisational filing system and update as appropriate
- Write material for and update the website.
- Admin support for VCSE elections to representative roles.

Required Knowledge, Skills and Experience

Essential:

Qualifications or Experience	A minimum of 3 years' experience of office administration; RSA1, CLAIT, NVQ2 Business Administration/Customer Care or equivalent
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- A-C GCSE in Maths and English
- Excellent customer care skills
- Highly organised
- Ability to work with minimum supervision and manage own time
- Ability to take initiative and improve existing processes where appropriate
- Detailed understanding of General Data Protection Regulations
- Excellent verbal and written presentation skills
- Excellent ICT Skills: particularly using Microsoft Office 365
- High degree of confidentiality when handling sensitive information

Desirable:

- Enthusiasm and commitment to the Voluntary and Community Sector
- Experience of working in, or in support of, local or other statutory authorities
- Ability to design engaging high-quality external communications