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**Job Description**

**Job Title:** Office Administrator & Income Processor

**Position type:** Full-time – 37.5 hours per week

**Salary:** £18,000 - £20,000 (depending on experience)

**Responsible to:** Strategic Partnership Manager / HR & Administration Co-ordinator

**Direct reports:** None

**Location:**  27 Burrington Way, Plymouth, PL5 3LR

Job Purpose:

This role encompasses 2 crucial administrative functions within GOD TV, requiring impeccable organisational skills and excellent attention to detail.

As Office Administrator you will be the first point of contact for a range of building users including staff, contractors and guests. You will be expected to provide a first class, professional service whilst creating a warm and welcoming atmosphere. You will provide general office and administration support to all staff, taking ownership of this function and ensuring it is run seamlessly.

The income processing element of the role involves ensuring all donations are processed correctly and banked in a timely way. You will be responsible for the accuracy of the data inputted when capturing income and batching payments, and creating, following and updating the daily income process to ensure best practice is followed.

Essential Duties & Responsibilities:

Office Administration:

* Meet and greet visitors in a timely, courteous and professional manner and assist them throughout their visit
* Take responsibility for the visitor waiting area, ensuring it is tidy and presentable at all times
* Demonstrate comprehensive knowledge of the organisation and its different departments
* Co-ordinate onsite access, logging in visitors and contractors, liaising with the relevant departments
* Manage meeting room booking requests, set up arrangements and catering requirements
* Oversee, sort and distribute all incoming/outgoing mail
* Receive all deliveries and arrange shipments/collections with couriers
* Act as the point of contact for all staff for administration support and provision of office supplies
* Purchase, replenish and manage stock of staff kitchen and Green Room supplies
* Ensure kitchen and Green Room areas are clean and tidy
* Liaise with the relevant departments regarding amenity contracts
* Word-processing, scanning, filing and data entry
* Any other reasonable request made by the HR & Administration Co-ordinator or Management level staff

Income Processing:

* Process postal donations into database in a timely and efficient manner
* Log ‘return to sender’ mail items and update CRM system accordingly
* Process donations received by bank transfer/standing order for the UK, Europe & Nordic accounts
* Process Charity giving from third party organisations
* Process refunds and cancellations
* Process Direct Debit payments, mandates, collections, cancellations and reports
* Record and upload prayers and testimonies from partners onto the CRM system
* Manage the Direct Debit information email inbox
* Governance and compliance with regards to the capture and recording of donations (only) in line with best practice guidelines set out by HMRC, The Charity Commission and The Fundraising Regulator.
* Deal with enquiries from partners and team members
* Take any cash or cheques to the bank
* Ensure the Direct Debit claims are made
* Review Gift Aid reports and deal with the data pull and any anomalies, ensuring we claim the full, correct amount on time
* Maintain the process documentation to support the role, including policies, procedures and best practice guidelines
* Assist with additional tasks to support the wider Partnerships team as required

Policies and procedures:

• Adhere to The Angel Foundation’s Staff Handbook and the accompanying policies

• Comply with Health and Safety procedures and practices

• Work within the charity’s aims and objectives, with clear personal support for the organisation’s values and beliefs

• To seek to improve his/her own performance, contribution, knowledge, skills and participate in training and development activities as required

Targets:

This role will be targeted as follows:

* Accuracy of data input, including spellings, phone numbers, addresses, titles, relationship tagging etc.
* Daily income processing - no more than a three-day delay/back log will be permissible (for large events or fundraisers support must be organised by working with the Partnerships team).
* Must meet all deadlines for DD claims, Gift Aid claims and other income critical tasks.

Management Expectations:

* The successful candidate will be expected to attend a weekly one to one meeting with their manager. It will be their responsibility to be prepared for this meeting, report back on work progress, bring up any challenges and ask for any help. The manager should set a clear weekly agenda.
* The manager will conduct an annual performance review to measure performance, approach and outcomes. The post holder will be expected to keep a record of achievements, successes and challenges encountered over the year.
* The postholder will be required to attend staff meetings and participate fully in all team activities, including visits, training and team building exercises.

Genuine Occupational Requirement

Due to the nature and responsibilities of this role, we believe that there is a Genuine Occupational Requirement (GOR) for this role to be fulfilled by a practicing and committed Christian believer. The profile and significant impact that we expect this role will achieve both within GOD TV (in terms of organisational ethos) and with external stakeholders, justifies and supports this GOR. Should you have any questions or concerns regarding this matter please do not hesitate to contact us.

**Person Specification November 2020 Office Administrator & Income Processor**

| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **IDENTIFIED** |
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| Experience | General administration experience in an office environmentExperience of working in a customer facing role and dealing with the general publicDemonstrates experience of, and commitment to, delivering an effective service in support of the organisation’s aims and objectives | Experience working in a charity or fundraising environmentExperience in income processing and data entry | Application Form and InterviewApplication Form and InterviewApplication Form and Interview |
| Specialist Knowledge and Skills | Methodical approach with a keen eye for detailExcellent organisational skillsExperience of, and sufficiently motivated to, begin and complete work to appropriate deadlines and to prioritise own workloadComputer literate to a good level including working knowledge of Microsoft Outlook, Word & Excel Full UK Driving Licence and own transportExceptional time management skills | Knowledge of the mission and vision of the organisation Knowledge of GDPR requirementsExperience documenting and analysing processes, procedures, and policies  | Application Form and InterviewApplication Form and InterviewApplication Form Application FormApplication FormApplication Form and Interview |
| Interpersonal Skills | Must be able to gain credibility amongst managers, colleagues and other employeesExcellent communication skills, both written and verbalValues diversity, respecting and drawing on colleagues’ different perspectives, skills, experience and knowledgeAbility to work well as part of a team |  | Application Form and InterviewApplication Form and InterviewInterviewInterview |
| Disposition/Attitude | Fully supports the vision and mandate of GOD TV Willingness and ability to work within Christian ethos and principlesFriendly and approachableConfident and pleasant demeanour Punctual and well-presented with a positive attitude and enthusiasmPro-active and happy to support others with a ‘can-do’ attitude Willing to undertake training as requiredComfortable working autonomously using own initiative and as part of a team Commitment to quality and high level of customer service |  | InterviewInterviewInterviewInterviewInterviewInterviewInterviewInterviewInterview |
| Role Expectations  | Able to work flexibly and be adaptable to the needs of the organisation Able to work well under pressureHappy to support various positions/people within the Ministry  |  | InterviewInterviewInterview |
| Qualifications | Educated to GCSE level or equivalentFull UK driving licence | Appropriate qualifications relevant to the role | Application Form and Certificates  |