



JOB TITLE	Administration and Information Officer
REPORTS TO	Chief Officer
SALARY SCALE	Starting salary: £19,621 (pay award pending) Available initially on a minimum 6 month temporary basis with the possibility of extension or permanent employment
WORKING HOURS	37 hours per week (a Job Share option will be seriously considered)
JOB PURPOSE	
To act as the first point of contact for those accessing Ryedale Voluntary Action. To undertake IT and administrative duties to ensure the efficient running of RVA. To produce a range of marketing and communication material. To support the on going development of RVA, and to provide secretarial and general assistance to the Senior Managers and Trustees.	
MAIN RESPONSIBILITIES	
<p>1. Contact</p> <ul style="list-style-type: none"> To deal with all general enquiries received by telephone, letter or in person. To take bookings for the use of all appropriate rooms and to ensure correct payment is both invoiced and duly made. <p>2. Administration</p> <ul style="list-style-type: none"> To deal with incoming and outgoing mail, including the recording of payments received as directed. To undertake general administration tasks, including administering the recruitment processes of RVA and stationery management. To act as systems manager for the computer system, including providing help to staff, instructing staff on use of the email system, internet use and general operation of the network, undertaking back-up procedures and liaising with the system provider re faults. To manage the contact database for the organisation. To represent the organisation on the Operational Group for the common database of voluntary and community groups administered by North Yorkshire and York Forum. To assist with the management of Community House as appropriate Collate, type, design and issue the Newsletter, Annual Review and other communication materials as directed. Undertake the annual membership renewal process. To support colleagues with organisation of training and other networking and forum events and meetings as required, including room arrangements, issuing invitations, dealing with responses, and organising catering. To ensure that the organisations website is kept up to date. To manage the social media activity for the organisation. To manage the e-bulletin service for the organisation. To provide secretarial services for the Trustees meetings, including minute taking and report coordination. To provide administrative support for the projects operated by the organisation. To support the work of the finance section of the organisation. 	

- To support and coordinate the collation of monitoring information as required by grant funders.

3. Organisational Development

- To keep all office policies and procedures and practices under review and to develop an on-going programme for bringing these to the attention of Trustees for re-approval or updating.
- To develop new policies and procedures should these become necessary through maintaining good practice or as required by legislation
- To keep under review quality standards that might be appropriate for the organisation and to coordinate the maintenance and development of Quality Awards as identified and agreed by the Chief Officer and the Trustees and to undertake work to achieve these as required.
- To organise and supervise the work of administration support staff or volunteers as required and directed by the Chief Officer.
- To oversee the work of the Cleaner and Caretaker

4. Support to Senior Management

- To assist the senior managers in their work, including typing, liaising with Trustees, dealing with appointments, and organising meetings etc.

5. To undertake any other tasks as requested or directed by senior managers or Trustees which fall within an administrative or communications remit.

QUALIFICATIONS

Essential

Educated to A level standard or equivalent
RSA Level II or equivalent

Desirable

NVQ Level 4 in Administration or equivalent

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential	Assessment
1. Experience of undertaking reception duties on own.	Application form/ Interview
2. Operational experience of using Microsoft Office including Microsoft Publisher, Excel, Word, Outlook and Powerpoint.	Application form/ Interview
3. Ability to produce documents to a high standard in a timely fashion.	Application form/ Interview
4. Experience of working with databases and completing mail merges.	Application form/ interview
5. Knowledge and experience of working in an office type environment and using office systems.	Application form/ Interview

6.	Able to act on own initiative within defined parameters	Application form/ Interview
7.	Approachable manner when dealing with people	Application form/ Interview
8.	Ability to work in a team	Application form/ interview
DESIRABLE		
Experience of updating web pages using a content management system		
Experience of work with a charitable organisation		
3 years experience of working in an office environment		
Experience of managing a small networked computer system including trouble shooting problems, liaising with an IT support company, providing staff with training and support.		
Experience of acting as a PA to a senior member of organisation staff or employer		