

## **MID ANTRIM ANIMAL SANCTUARY JOB DESCRIPTION**

<b>JOB TITLE:</b>	Administrative Officer with Reception Duties
<b>REPORTING TO:</b>	Manager
<b>DURATION:</b>	Permanent Position
<b>SALARY:</b>	Gross salary £21,892 with a pension contribution at the mandatory rate or as determined by the governing body Time off in Lieu in place for any additional hours worked. (TOIL)
<b>HOURS:</b>	37.5 hours per week 9am to 5pm, Monday - Friday Flexibility in the working hours may be required
<b>LOCATION:</b>	Greystone Road, Antrim BT41 2QN

### **PURPOSE OF THE JOB:**

To provide efficient and effective administrative support within Mid Antrim Animal Sanctuary

### **MAIN FUNCTIONS OF THE ROLE**

#### **1. RECEPTION ADMINISTRATION**

- To receive visitors appropriately in a welcoming professional manner and handle all telephone calls.
- Provide reception cover and manage volunteer rotas to ensure reception tasks are completed in a effective manner.
- To undertake administration as required by the Manager.
- To process administration associated with staff and volunteers.
- To implement and maintain all necessary spreadsheets and databases in line with organisational need.
- To communicate information accurately and expediently, as necessary.
- To respond to all emails received in a professional and timely manner.
- To maintain confidentiality of staff, volunteers and all service users in line with Data Protection guidelines and GDPR.
- To design and produce promotional and publicity material to enhance the profile and income of the organisation and to maintain all social media outlets, including the website.
- To assist with the preparation of educational material, booklets and visual presentations.
- To follow up and assist with fundraising opportunities.
- To take the lead on office management such as stationery stock control, orders, H&S and any other requirements.
- Support managers and staff on all administrative tasks.
- To promote and manage the hire of Sanctuary facilities and ensure that all requirements requested are met.

## **2. FINANCIAL ADMINISTRATION**

- To manage all income received via reception and other means on daily basis and provide a daily reconciliation.
- To complete any daily accounting procedures, produce receipts and ensure safe retention.
- To ensure all invoices received are checked against delivery notes and presented for authorisation of payment.
- To ensure appropriate correspondence is forwarded in respect of all donations and other income streams.
- To monitor and record petty cash payments.
- To balance petty cash.

## **3. STAFF TRAINING AND APPRAISAL**

- To participate in Professional Development by undertaking training or refresher courses and apply this knowledge to Sanctuary duties.
- To participate in appraisal including training needs analysis with the Manager.

## **4. ANIMAL WELFARE**

- To maintain accurate records of animal re-homing, adoption and fostering of animals.
- To ensure the records associated with the animals -registration, micro-chipping, veterinary appointments and arrangements for transportation and adoption are current and accurate.
- To liaise with agencies and members of the public in relation to enquiries about animals and transfer and provide timely updates to Manager/staff.

## **5. HEALTH AND SAFETY**

- To co-operate and comply with the Sanctuary's Health and Safety Policy and procedures.

## **6. OTHER INFORMATION**

- To undertake other duties as required by Management.
- To maintain confidentiality and adhere to the Sanctuary's Data Protection Policy and all other policies at all times.
- The successful candidate will be required to work flexibly; weekend and evening work will be necessary on some occasions.
- To carry out other such duties as are determined by the business needs of the organisation.

**MID ANTRIM ANIMAL SANCTUARY  
PERSON SPECIFICATION**

<b>Post: Administrative Officer with reception duties</b>		
<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience required</b>	<ul style="list-style-type: none"> <li>• Proven experience of a high level of proficiently using MS Office packages to include Word, Excel and PowerPoint</li> <li>• A minimum of 2 years' experience in a busy office environment undertaking administration duties</li> <li>• Proven knowledge of office information systems and procedures.</li> <li>• Dealing with customers / members of the public and receptionist based duties</li> <li>• Proven experience of using social media outlets for promotion and fundraising opportunities</li> <li>• Experience of cash handling</li> </ul>	<ul style="list-style-type: none"> <li>• A minimum of 3 years employment in an office undertaking administrative duties</li> <li>• Working in the charitable sector</li> </ul>
<b>Educational attainment</b>	<ul style="list-style-type: none"> <li>• A minimum of 5 GCSEs including Maths and English grades A*-C or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• A recognised ICT qualification</li> </ul>
<b>Skills and aptitudes required</b>	<ul style="list-style-type: none"> <li>• Numerate with ability to accurately receive and administrate payment related information</li> <li>• A strong customer focus with a positive attitude and a polite professional approach to the role</li> </ul>	
<b>Personal qualities required/Other</b>	<ul style="list-style-type: none"> <li>• Ability to work effectively and flexibly as part of a small team using own initiative in a busy environment</li> <li>• Genuine interest in animal welfare, well-being and education</li> </ul>	<ul style="list-style-type: none"> <li>• Good knowledge of data protection/GDPR and ability to work with sensitive data</li> </ul>