

# JOB DESCRIPTION

**Job Title:** Administration and Supporter Relations Manager

**Reporting to:** Chief Executive

**Location:** Great Missenden

**Overall responsibility:** To manage the administrative, finance, and supporter relations functions of the organisation, providing supervision for the volunteers working in this area and administrative support for the Chief Executive.

Detailed tasks:

1. Personnel and Financial Administration:
  - a. Maintain personnel records, holidays, contracts etc.
  - b. Supervise all income processing (donations), receipts, banking and Gift Aid administration.
  - c. Supervise volunteer activity relating to administration, finance and supporter activity
  - d. Pay all invoices, arrange bank transfers/online banking and keep financial records including petty cash
  - e. Oversee the maintenance of the finance database
2. IT, Communications and Data
  - a. Ensure in liaison with IT consultant the updating of software and virus protection on all PC's
  - b. Maintain the integrity of data policies
  - c. Ensure Data Protection compliance
  - d. Ensure backup is set daily
  - e. Oversee Lloydslink, broadband, and telephone system.
3. General administration
  - a. Correspond with donors, suppliers, and a wide variety of contacts as necessary
  - b. Open and sort post
  - c. Maintain the general filing systems (paper and electronic), and supervise volunteer archiving of files
  - d. Ensure payment and renewal of insurances, Council rates, rent/leases etc.
  - e. Provide administrative support for the Chief Executive
  - f. Act as the Company Secretary
  - g. Purchase all office supplies, equipment and catering/housekeeping items
  - h. Maintain and arrange servicing of printers, copiers, furniture and equipment
  - i. Maintain the supporter database and ensure general supporter administration is accurately kept
4. Communications and publicity
  - a. In conjunction with the Chief Executive create and ensure the availability of high quality fundraising and promotional material; e.g. alternative gifts, sponsorship leaflets, posters and exhibition materials etc.
  - b. Oversee the photo archive (physical and digital), supervising volunteers to scan photos, produce poster, etc.
  - c. Coordinate production of newsletter, prayer letter and other publications, including proof reading
  - d. Co-ordinate newsletter & prayer letter mailings
5. Supporter relations
  - a. Assist the Chief Executive to maintain and develop relationships with individuals, churches, corporate and trusts and supporters through mail, telephone and personal contact. Where possible set up appointments and contacts for the Chief Executive and Trustees to maintain relationships
  - b. Organise events to raise awareness and increase donor loyalty, involving volunteers as may be required to fulfill the objectives and support events where appropriate
  - c. Monitor the performance of the website, coordinate and help produce interesting and relevant content, and help develop greater use of the website and its integration with the donor relationship database

## **ROPE Charitable Trust**

### **Terms and Conditions of Service**

Location:	Great Missenden
Hours:	9.00am to 5.00pm with one hour lunch break – five days per week (35 hour week)
Salary:	In a range between £23,500 to £25,000
Holiday:	22 days per annum,
Pension:	5% contribution by ROPE
Notice period:	1 month by either party
Probation:	6 months

### **Person Specification**

#### **Essential**

- An experienced administrator with good communications and supervisory skills
- A clear commitment to ROPE's Christian values
- Highly computer literate with a good understanding of the Microsoft Office Suite, including Word, Excel, PowerPoint etc.
- Basic understanding of financial practice, banking, etc.
- Excellent interpersonal skills
- Willingness to be flexible within a multi-task environment
- Work well as a member of a small team
- Willingness to take responsibility

#### **Desirable**

- Understanding of the international and Christian context of ROPE's work
- Willingness to work flexible hours should the need arise