**Job Description**

Supporting those who support others

CIO 1165566

**Administrator**

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| Job title: | Administrator |
| Hours: | 15 hours per week (to be worked flexibly and may include occasional evenings and weekends) |
| Salary | £20,020 - £21,840 pro rata |
| Location: | Sudbury, Suffolk |
| Responsible to: | Hive Chair |
| Term of contract | 1 year in the first instance |

**About Hive**

Hive is a registered charity that specialises in working with local community groups in the market town of Sudbury and surrounding villages. This means helping communities come together to identify their own needs and priorities, and provide them with a vehicle for advice and support in developing practical solutions. In many rural communities the provision of local services is declining, and community-based activities are often totally reliant on volunteers.

Hive has recently bought a disused United Reformed Church and is using it as a Community Hub, providing affordable meeting rooms to run courses and to allow charities and community groups to have a place to carry on their activities.

This project was initially jointly developed with Suffolk and Babergh / Mid Suffolk District Councils working with Hive Trustees to serve the local community, providing a platform for information and resources sharing. The Hive Community Hub facility builds upon the work carried out by Hive over the last seven years.

Ultimately Hive’s mission is to share expertise and provide local communities with the skills and resources necessary to achieve a thriving and sustainable future.

Summary of Position

Sudbury Hive requires an experienced Administrator who is capable of working accurately and to time schedules, with minimum supervision.

The post holder will, under the direction of the Chair and Treasurer, manage the Hive Community Hub booking system including rental charge invoicing to Hirers and the payment of all Community Hub bills. There will also be a requirement to ‘market’ the Hive Community Hub with a view to increasing the volume of occupancy.

The postholder will play an important part in adding to the sustainability of local VCS organisations and community groups, developing capacity and promoting self-sufficiency of the local community. The encouragement of new and creative ideas to support the long term aim of reducing health inequalities and increasing local community resilience is a key factor of this role.

**Main Responsibilities**

* Administer the bookings, invoicing and payments system.
* Provide a range of technical and administrative support including the updating of the Hive website to increase content and develop Hive’s social media profile.
* Design and produce regular newsletters, flyers/leaflets to provide information to local organisations, encouraging community involvement.
* Maintain effective communication systems ensuring that all records are of a good standard and are kept up to date.
* Plan and organise a range of training courses for local community groups, liaising with Hive members, the Board of Trustees and Trainers.
* Organise events as required e.g Bi- annual Volunteer Award ceremonies and fundraising events.
* Undertake the collation of information and monitoring of outcomes as required.
* Any other duties commensurate with the level of post.

**Skills and knowledge required**

The person who holds this position must -

* Have experience of working in an administrative role.
* Be able to demonstrate an ability to learn processes and procedures quickly with a high level of accuracy and attention to detail.
* Be a clear and concise communicator at all levels, including having a good command of language and grammar.
* Be ICT literate and have a good working knowledge of Word, Excel, a finance package and be able to be use e-mail efficiently.

**Personal attributes**

* Open to constructive criticism and ready to ask for help when needed
* Self motivated
* Flexible, with an ability to multitask
* Be able to use their own initiative and be pro-active, seeking guidance when deemed necessary
* Open and honest
* Friendly manner, assertive but approachable.

**Main Duties**

The main aspects of the job are to -

* be the first point of contact for hirers of the Hive Community Hub.
* show potential hirers around the building and what we can offer them.
* take bookings for the Hive Community Hub and manage the bookings diary.
* send out hire information for hirers and potential hirers.
* invoice hirers and receive payments where necessary, passing payments to the treasurer for banking.
* record all bookings, invoicing and payments into an accounting package accurately.
* Produce quarterly newsletters for all Hive members
* keep the Hive and Hive Community websites up to date
* increase Hive’s social media presence.
* produce flyers to promote Hive’s activities and flyers/leaflets to encourage community involvement.
* increase the number of bookings for the Hub.
* Take minutes at Hive forum meetings
* Provide quarterly reports and attend Board and other planning meetings as required

The 15 hours per week are flexible (by arrangement) and largely based in the Hive Community Hub with some home working.

Holidays are 25 days (pro rata) plus bank holidays

Salary will be £20,020 - £21,840 pro rata pa payable monthly.