

Administrator- Job Description

Organisation: YMCA Wellington and District

Location: Wellington, Telford

Hours: 16 hours per week

Salary: £13.45 per hour

Responsible to: Chief Executive Officer (CEO)

JOB PURPOSE

To provide efficient and reliable administrative support to the CEO, Senior Leadership Team (SLT) and wider organisation.

The Administrator will help ensure that records, documents and administrative systems are accurate, organised and up to date, while providing practical support across general administration, meetings, document management, HR, finance, IT and office functions.

The postholder will work professionally and confidentially, manage their own workload and respond positively to changing organisational priorities.

KEY RESPONSIBILITIES

1. General Administration & Office Support

- Provide day-to-day administrative support to the CEO and SLT and wider organisation.
- Prepare letters, correspondence, reports, forms, spreadsheets, presentations and other documents using Microsoft Word, Excel, Powerpoint and Adobe.
- Support management of multiple email inboxes and categorise incoming emails as appropriate
- Maintain accurate electronic and paper filing systems, including scanning, uploading and archiving.
- Respond to routine telephone and email enquiries and direct them appropriately.
- Maintain stationery and office supplies and keep records of allocated equipment such as laptops and mobile phones.
- Provide switchboard support as required
- Assist with staff, social, fundraising and other events when required.

2. Meetings & Organisational Support

- Assist with arranging internal, SLT and Board meetings, room bookings, creating agendas and documentation to be circulated to Board members.
- Prepare and distribute meeting documentation and take notes or minutes when required.
- Support the CEO and SLT with research, information gathering and preparation of briefing materials.

- Assist with organisational projects, initiatives, visits and stakeholder meetings as required.

3. Document Management & Systems

- Support the day-to-day administration of SharePoint and other electronic systems.
- Upload, organise and maintain documents using appropriate file names, folders and version control.
- Carry out routine checks to identify missing, outdated or incorrectly stored information.
- Support the maintenance of policies, procedures, forms and templates.
- Learn and use new systems and processes as required.

4. HR, Finance & Procurement Administration

- Provide administrative support for recruitment, onboarding, leavers, training, absence and staff records using Bright HR.
- Prepare routine HR documentation and liaise with managers or external HR providers on administrative matters when required.
- Assist with purchase orders, supplier invoices and related basic digital finance systems, ensuring appropriate approvals and records are maintained.
- Provide general administrative support to the CEO, SLT and finance function and liaise with suppliers and external contacts as required.

5. IT & Equipment Administration

- Assist with the allocation and return of laptops, mobile phones and other IT equipment.
- Support new starter and leaver arrangements, including equipment and system access.
- Liaise with the external IT support provider regarding routine administrative matters and report issues to the appropriate person.
- Support the organisation in making effective use of its digital systems.

CONFIDENTIALITY, DATA PROTECTION & SAFEGUARDING

- Handle personal, confidential and sensitive information appropriately and securely.
- Comply with UK GDPR, data protection legislation and YMCA policies and procedures.
- Maintain accurate records and ensure information is securely stored and appropriately accessible.
- Follow safeguarding, health and safety, equality and information-governance requirements.
- Report any concerns relating to safeguarding, confidentiality, data security or missing information to the appropriate manager.

PERSON SPECIFICATION

Essential

- Previous experience in an administrative or similar role.
- Good organisational skills and attention to detail.
- Accurate approach to record keeping and data entry.
- Excellent written and verbal communication skills.
- Confident using Microsoft Office, particularly Word, Excel and Outlook.
- Excellent time management skills
- Experience or confidence using SharePoint/electronic document-management systems.
- Ability to prioritise tasks, manage a varied workload and work independently and as part of a team.
- Professional, reliable, approachable and helpful manner.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Basic understanding of GDPR and secure information management.
- Willingness to learn and use new systems and processes.

Desirable

- Experience of working in a charity, voluntary sector or similar organisation.
- Experience of HR, finance or procurement administration.
- Basic awareness of safeguarding.
- Knowledge or experience of working with young people or people experiencing homelessness.

GENERAL

The postholder will undertake other reasonable administrative duties appropriate to the level of the role and contribute positively to the work and values of YMCA Wellington and District.

All relevant training will be provided along with a full induction programme into the organisation.

The job description may be reviewed periodically to reflect organisational needs and developments.