Job Description – Administrative Assistant (Part Time)

Post Title:
Administrative Assistant – Part Time

Line Manager:
Officer Manager

Location:
Barn Owl Trust, Waterleat,
Ashburton, Devon, TQ13 7HU

Salary:
£23,902.68 *pro rata*

Duration of post:
12-month renewable contract

Hours of work: 22.5 per week

BARN OWL TRUST

The Barn Owl Trust is a small grass roots charity based near Ashburton, Devon. Its core aim is focused on the conservation of the Barn Owl and its environment. The main areas of work are the provision of information, practical and advisory fieldwork, owl rehabilitation, education and research. In addition, we run a small sanctuary which is not open to the public.

The Barn Owl Trust has a small and proactive Admin team responsible for answering calls, handling enquiries, operating the online shop, and providing essential administrative support across the entire Trust. This is a varied and rewarding role within a friendly and busy team. The ideal candidate will be organised, able to manage multiple tasks efficiently, and happy working in a supportive administrative capacity. Availability to work on Mondays and Tuesdays is preferred, and a love for dogs is essential as our offices are dog-friendly.

For more information, please visit our website: www.barnowltrust.org.uk

PRIMARY ACTIVITIES AND KEY RESPONSIBILITIES

- Carry out a range of general administrative tasks, including but not limited to:
    - Managing emails and incoming post
    - Creating basic sales-goods invoices
    - Recording donations and thanking supporters
    - Gift Aid
    - Cash handling (including taking card payments, writing in a cash deposit book, and recording transactions)
    - Undertaking photocopying, scanning and basic printer maintenance (e.g. replacing ink cartridges)
    - Stock control of items, including undertaking the annual stock take
    - Monitor office supplies and place orders as needed.
- Experience of inputting and updating data in a database.
- Previous experience in minute taking is beneficial but not required.
- Trust vehicle administration, including taxing and scheduling of routine maintenance.
- Draft and maintain clear internal 'How to…' guides to support team knowledge and consistency
- Proficient in Microsoft Office, particularly Word, Excel and Outlook; familiarity with Adobe InDesign and Adobe Photoshop is a plus but not essential.
- 'Friend of the Trust' and 'Adoption' schemes administration
- Write engaging content for newsletters, our adoption scheme and Feedback magazine, with the ability to adapt the material for our social media platforms.
- Serve as a friendly and professional first point of contact for supporters and suppliers, by email, phone and occasionally in person.
- Communicate clearly and effectively with colleagues across the three main departments.
- Support volunteers as required, in liaison with the Admin Supervisor.
- Provide occasional support at meetings, walks on the reserve and show events including Devon County Show and Royal Cornwall Show.
- Process daily sales orders, including importing website orders, packaging and delivering to the local Post Office.
- Coordinate Nestbox orders and arrange courier collections.
- Research possible products for the Trust's online shop, in collaboration with the Admin Supervisor.
- Uphold confidentiality and ensure data is handled in line with relevant policies and data protection regulations.

Person Specification – Administrative Assistant (Part Time)

	Essential	Desirable
Skills and Attributes	Excellent written and verbal communication skills in English	
	Strong organisational and time-management skills, with the ability to prioritise tasks effectively	
	Ability to keep accurate records, especially within a database and Excel spreadsheets.	Knowledge of Microsoft Access
	Confident using Microsoft Office, specifically Word, Outlook and Excel	Confidence in using Excel spreadsheets and basic formulas
	Familiar in using social media as a communication and marketing tool	Ability to write interesting narrative for press releases and social media posts
	Able to work independently as well as part of a team	
	Work effectively and efficiently under pressure	Positive, proactive attitude and willingness to learn
Knowledge and Qualifications	Good basic education to GCSE standard or equivalent (GCSE Grade C or equivalent in Maths and English)	
	Entitled to live and work in the UK	
Experience	Minimum 6 months experience within an administrative/customer service role, preferably recently	Has previous experience working within the charity sector
Personal characteristics	Adaptable, enthusiastic, resourceful	
	Passion for conservation and reducing our impact on the environment	

Terms of Employment

Holidays:	24 days per annum *pro rata*
Pension:	The Trust contributes to the NEST Pension Scheme. Full details will be provided.
Hours of Work:	22.5 hours per week || 09.00 to 17.00 || Flexitime working system (thus no paid overtime)
Duration of Post:	This post is offered for a period of 12 months, to include a 3-month probationary period, during which time post holders are expected to demonstrate their suitability for the role. At the end of the 12-month period, subject to performance, the post will become permanent, and the contract renewed annually.
Closing Date for Applications:	**Saturday 6th September 2025, 11.59pm**
Interviews:	**Wednesday 17th September 2025. In person.** Please note - there will be a computer exercise and a basic office task exercise as part of the interview process
Start date:	Ideal start date is October - November 2025

Thank you for your interest in working for the Barn Owl Trust. We look forward to receiving your application. To apply for this position, you will need to complete an application form which can be downloaded from our website.

As an inclusive employer, the Barn Owl Trust values diversity and we are committed to creating an inclusive culture where everyone is able to be themselves and to reach their full potential. We encourage applications from people of all backgrounds and cultures.