

Job Description – Administrative Assistant (part time)

**Post Title:**

Administrative Assistant – part time

Line Manager:

Officer Manager

Location:

The Barn Owl Trust, Waterleat,
Ashburton, TQ13 7HU

Salary:

£22,702.68

Duration of post:

12-month renewable contract

Hours of work: 22.5 per week

THE BARN OWL TRUST

The Barn Owl Trust is a small, registered charity based at 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.

More information is available on our website: www.barnowltrust.org.uk.

The Barn Owl Trust has an efficient and productive Admin and Reception team who answer the phones, deal with basic enquiries, run the online shop and provide vital admin support to the rest of the Trust.

The Administrative Assistant will provide support within the Admin and Reception team with an initial focus on the efficient running of the Friends and Adoptions schemes. The post also requires general administrative support as outlined below.

PRINCIPAL ACTIVITIES AND KEY RESPONSIBILITIES

Core work:

- Friends and Adoption Schemes Administration
- Telephone reception and greeting visitors, and dealing with general enquiries
- Passing clear messages, filtering and prioritising phone calls to Conservation staff
- Dealing with daily sales orders including importing from website, packing parcels, and applying postage
- Trust vehicle administration, including taxing, insuring, and routine maintenance scheduling
- Efficient administration of the following general admin tasks (this is not an exhaustive list):
 - Emails
 - Incoming and outgoing post (including taking post to the Post Office)
 - Nestbox sales
 - Pellet pack preparation
 - Donations of all types
 - Gift Aid
 - Draw tickets
 - Fundraising
 - Banking (counting cash, cheques, entering into cash deposit book and excel spreadsheet)
 - Undertake photocopying, scanning and changing inks in printer
 - Take and write up minutes of meetings
 - Stock control of items, including undertaking the annual stock take
- Contributing to newsletters and Feedback Magazine, and write articles and social media posts
- Writing and maintaining 'How to..... instructions' – internal knowledge base
- Track stocks of office supplies and place orders when requested
- Supervising volunteers, as required
- Research and purchase goods on behalf of BOT in liaison with a BOT Manager
- Contribute to office waste /weekly recycling management
- Assist at shows and events
- Liaise with other BOT staff, in all teams

The above range of duties and responsibilities is not exhaustive: post holders will be expected to perform work of a similar level and responsibility when requested to do so.

Person Specification – Administrative Assistant (part – time)

	Essential	Desirable
Skills and attributes	Ability to keep accurate records, both in the Access database, and in other electronic records.	Knowledge of Access databases and how they work
	Ability to use social media	Ability to write interesting narrative for press releases and social media posts
	Fluent in Office suite software and processes, such as Excel, Outlook, Word	NVQ level 23 in Administration
	Communicate clearly, accurately and able to handle incoming phone enquiries and have good oral and written communication skills.	
	Fluent and accurate in written and spoken English	
	Attention to detail with ability to check document for accuracy	
	Work effectively and efficiently under pressure	Problem solver with a 'can-do' attitude
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	
	Excellent computer skills with a sound knowledge of and confidence in using Word, Excel and databases.	Experience of MS office programs with an aptitude for new IT applications
Experience	Minimum 6 months experience within an administrative/customer service role, preferably recently	
	Has worked in a well-run team environment and can work alone when required	
Personal characteristics	Adaptable, enthusiastic, resourceful	
	Humour, warmth and energy	
	Self-motivated, willingness to learn	
	Likes and uses clear communication	
	Ability to work effectively as a team member, and to be flexible	
	Ability to keep calm and focussed in pressurised situations	

General Terms and Conditions

Holidays:	24 days per annum <i>pro rata</i>
Pension:	The Trust contributes to the NEST Pension Scheme. Full details will be provided.
Hours of work:	22.5 hours per week. Overtime is not paid but flexible time off in lieu (flexitime) may be taken where appropriate.
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:	8th November 2024
Interviews:	Wednesday 20th November 2024 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 Monday 6th January

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.

