

Office and Database Administrator



RESPONSIBLE TO: Associate Director of Finance and HR / Head of Fundraising and Communications

HOURS: Full- Time (35 hours a week, 9am to 5pm). Would consider Part-Time (minimum of 20 hours a week across four to five days a week)

JOB LOCATION: Office Based - Amersham, Buckinghamshire.

SALARY: £24,000 (pro-rata if part-time)

Job Description

To provide professional, efficient, and effective administrative support to our marvellous team and help ensure the smooth running of day-to-day office tasks and activities. There will be a focus on office, database, and finance administrative duties.

Key Responsibilities

Office Administration

- Provide administrative support to the organisation.
- Managing enquiries received by the charity by post, email, and phone.
- Maintain data management processes and procedures to ensure data accuracy, consistency, and security.
- Manage and update filing systems, and other organisational documents.
- To be main day to day contact for our external IT support contractors.
- Assist with the coordination and organisation of meetings, events, and travel arrangements.
- Prepare and distribute internal communications and correspondences.

Database Administration

- Manage and maintain the CRM system, ensuring accurate and up-to-date data entry.
- Handle all enquiries received through the CRM system, providing timely and appropriate responses.
- Collaborate with internal teams to ensure smooth operation and optimal use of the CRM system.
- Generate reports and analytics from the CRM system to track and measure key metrics.
- Conduct regular data audits to identify and rectify any inconsistencies or errors in the CRM database.

- Training staff members on how to effectively use the CRM system.
- Customise and configure the CRM system to meet the specific needs of the organisation.
- Monitor and enhance data quality and integrity within the CRM system.
- Keep abreast of CRM system updates and new features to maximize its functionality.

Finance

- Maintain accurate financial records by recording daily financial transactions.
- Reconcile bank statements and ensure all transactions are accurately recorded.
- Prepare and process invoices, payments, and expenses.
- Monitor accounts receivable and accounts payable.
- Collaborate with the finance team to ensure adherence to financial policies and regulations.
- Provide support during financial audits and examinations.

Other Information

This job description helps the post holder to understand their main duties. It is not exhaustive, and the role's duties may change from time to time, in discussion with the post holder and consistent with the level of responsibility appropriate to the grade of the post.

Roald Dahl's Marvellous Children's Charity is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. Confirmation of appointment will be subject to a satisfactory standard Disclosure and Barring Service check.

The appointment is subject to the satisfactory completion of a three-month probation period.

Roald Dahl's Marvellous Children's Charity is committed to achieving the highest standards of service and employment practice. We give equal opportunity to everyone, regardless of background. While our offices are not currently accessible for people with significant mobility difficulties, we will make all reasonable adjustments to allow the most suitable candidate to perform their role effectively.

The post holder will have the right to work in the UK

Person Specification:

	Attribute	Essential (E) or Desirable (D)
1.	Knowledge & Experience	
	Previous experience of working in an office environment performing similar duties	E
2.	Skills	
	Excellent verbal and written communication skills	E
	Ability to work on own initiative and as part of a team.	E
	Good IT skills	E
	Excellent time management and administrative skills	E
	Finance database knowledge & experience	D
3.	Personal Qualities	
	Confident with excellent interpersonal skills	E
	Tenacious, self-motivated with the ability to work well on their own and as part of a team	E
	Ability to work under pressure, to target and deadline	E
	Good team player who is willing to support and help others in the team	E
	Highly organised with excellent attention to detail	E
	Professional, diplomatic, and discreet and able to maintain confidentiality.	E