

Job Description: Development Administrator



Job Purpose

To provide admin support to the Bristol Community Land Trust (BCLT) working alongside the Development Officer

Part Time: 12 – 15 hours per week over 2 – 3 days (Monday, Wednesday or Thursday)

12 Month Fixed Term Contract (Start ASAP)

Responsibility to: Development Officer

Key Responsibilities

Membership

- Track new membership, adding new members to the database and emailing system.
- Lead on any event bookings and promoting new membership events (Facebook, website updates using word press, Mailchimp campaigns).

Project Development:

- Support the Development Officer and Project Managers on current schemes, arranging meetings, booking rooms, taking minutes.
- Maintain new members interest in the Shaldon Road project and other schemes.

General administration

- Answer and process telephone calls accurately, politely and courteously, ensuring that messages are appropriately communicated
- Lead on filing and record keeping of important events and development documents, including version control.
- Make appointments for staff and contractors to visit residents for Fishponds Road
- Undertake general office duties including processing incoming and outgoing post, and other general and clerical functions.
- Check and log invoices on the database as part of the payment authorisation process.
- Work with the repairs team to ensure that Fishponds residents are aware of the repair progress.

- Work in collaboration with other staff to ensure appropriate levels of team support and that customer services are delivered efficiently and effectively.
- Maintain database of electricity payments and other electricity supply related tasks (e.g. British Gas and Good Energy relationship)

General

- Uphold and promote all the association's policies and procedures, particularly those relating to equality and diversity, confidentiality and codes of conduct.
- Observe the policies and procedures in respect of health and safety to ensure personal safety as well as the safety of colleagues, customers and visitors.
- Carry out other duties commensurate with the post as directed by the Development Officer.

To Apply

Please provide a CV (no more than 2 pages) and a one page cover letter by email to bridget@UnitedCommunities.org.uk or by post to Bristol CLT, c/o United Communities, Eden House, Eastgate Business Park, Bristol, BS5 6XY.

Closing **Midnight Sunday 29th January 2017**

NB: The BCLT reserves the right to amend this job description as necessary after consultation with the post holder, to reflect changes in the job. No Job description can be entitled comprehensive and the job holder will be expected to carry out such activities that are required and are broadly consistent with the above job description.

Person Specification

Development Administrator

| SECTION | CRITERIA |
|--|---|
| Education & qualifications | <ul style="list-style-type: none"> • 4 Grade A to C GCSEs including English and Maths or equivalent through relevant training/experience |
| Experience, knowledge, understanding | <ul style="list-style-type: none"> • Experience in office work desirable • Understanding of the principles of excellent administration |
| Competencies: Skills, abilities, behaviours and work-related personal qualities | |
| Technical & professional skills | <ul style="list-style-type: none"> • Basic knowledge of MS Word and Excel essential • Accurate keyboard data entry skills • Good command of written and spoken grammatical English |
| Achievement orientation | <ul style="list-style-type: none"> • Shows determination to reach targets and objectives |
| Thinking skills | <ul style="list-style-type: none"> • Demonstrates a logical and methodical approach • Effectively gathers and utilises information • Demonstrates accuracy and attention to detail in their work |
| Planning and organising | <ul style="list-style-type: none"> • Prioritises and plans effectively • Manages time effectively |
| Team working | <ul style="list-style-type: none"> • Actively consults and listens to others • Responsive and supportive to the team and colleagues |
| Persuasion and influencing | <ul style="list-style-type: none"> • Adopts an assertive and confident approach |
| Communicating | <ul style="list-style-type: none"> • Communicates regularly and openly at all levels • Remains diplomatic and confidential |
| Adaptability and resilience | <ul style="list-style-type: none"> • Adopts flexible approach to the requirements of the job |
| Personal motivation and commitment | <ul style="list-style-type: none"> • Demonstrates drive and determination • Persists to get things done |
| Other | <ul style="list-style-type: none"> • Represents the organisation positively with others • Commitment to equality of opportunity and respect for diversity |