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Federation Administrator Role March 2022

This role is working in a very small friendly office environment, providing administrative support to a non-profit organisation that has 3000 members across Warwickshire.

This will be a shared role between two administrators, both of whom will work together to provide the full range of work required. This will enable services to members to continue in the case of planned or unexpected absences)

Hours: Twelve per week. (£14.50 per hour)

* Tuesday 10-4
* Wednesday 10-1
* Thursday 10-1

**Responsible to: The Chair of Trustees (who in turn is responsible to the Trustees of the Federation)**

**Specific duties and responsibilities:**

To manage the Warwickshire Federation Office effectively in line with the policies and procedures of the Warwickshire Federation of WIs as required by the Board of Trustees .

1. To manage the Federation Office effectively and efficiently, dealing with a range of queries, questions, compliments, and complaints from members of the general public, individual members, WIs, sub-committee members and Trustees liaising with the Chair/ Officers as necessary.
2. To organise meetings of Trustees, Sub-Committees and other meetings as required. To produce agendas and all supporting paperwork for those meetings in liaison with the Chair in good time for the meeting. To minute all meetings accurately and ensure that the minutes are distributed to all participants.
3. To work with Committee Chairs and members to produce flyers for all events, booking coaches and venues as required.
4. To manage ticketing for events, ensuring that all paperwork and financial matters are recorded fully and appropriately.
5. To liaise with the Federation Treasurer to ensure that all financial transactions are recorded and processed in line with Federation Guidelines. This includes ordering, payment validation and reconciliation.
6. To liaise with the Federation Treasurer and the Financial Management team (Baldwins, O&F Committee) and alert them to any possible difficulties.
7. To manage the WFWI website, ensuring that it is accurate and up to date.
8. To manage the Social Media presence of WFWI, working with Trustees and Sub-Committee members to ensure a flow of up to date and accurate news about the activities of WFWI.
9. To ensure that the Federation member WIs are provided with a flow of accurate and up to date information mainly through the digital monthly mailing and weekly email contact, as necessary. To manage a reducing amount of posted mail and ensure that all WIs receive all mailings, whether real or virtual.
10. To work with the Board of Trustees to ensure the smooth organisation of large events such as The Annual Federation Meeting.
11. To manage the Membership Communication System ( MCS ) for the Federation, offering advice and help to individual MCS representatives as necessary.
12. To undertake training as necessary.



WFWI Federation Administrator Person Specification (March 2022)

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|  | **ESSENTIAL** | **DESIRABLE** | **How this will be assessed** |
| Knowledge and experience | Working within an office environment. | Working with the public. |  |
| SKILLS AND ABILITIES | Ability to organise own workload and work to deadlines.  To work individually and part of a team.  Able to work with and process cash, cheque and BACS payments. Accurate record keeping  Proficient use of Microsoft office Applications. (Word, Excel, PP)  Ability to manage website and social media.  Excellent written and oral communication skills  Ability to be confidential and discreet at all times  Good interpersonal skills | Creative enthusiasm  Ability to adapt to a changing environment  Working knowledge of Publisher and other Microsoft packages. |  |
| Education/ Qualifications | Good standard of education including GSCE English or equivalent | First Aid qualification |  |
| Aptitudes | Optimistic and positive personality.  Able to deal with the public by telephone and in person.  High levels of motivation, standards and flexibility  Ability to work methodically under pressure |  |  |
| Contra Indications | Unspent criminal convictions  Difficulties in relationships with colleagues or other agencies |  | DBS check will be required |