

# Job Description

## Central Administrator

### Background of Post

The Breastfeeding Network (BfN) is a national charity, registered in Scotland, that offers independent information and support to mums and their families to give their baby the best start in life. We support mothers and parents across the UK to breastfeed through face to face support, online and through our helplines including the National Breastfeeding Helpline and Drugs in Breastmilk Information service. We maintain a small administrative office in Paisley where a number of key part-time support staff are based.

### Role Summary

The Central Administrator is an important role supporting a unique organisation based at our Paisley office. The role has a broad remit to support all areas of the organisation across the working week (Monday to Friday) to enable them to deliver services as safely, efficiently and effectively as possible.

### Main duties

#### Resources

- Preparing, packaging and issuing trainee packs and resources to support training courses and events, arranging delivery as instructed and updating records accordingly
- Managing inventory and ensuring effective stock control systems for all items including trainee and volunteer resources, external leaflets and items for sale, placing orders with suppliers, arranging delivery and managing the safe and tidy storage of all items
- Managing all sales orders including those received via the online shop system, communicating with customers, preparing orders for shipment, verifying receipt of payment with Finance, arranging invoicing if required and organising delivery to customers
- Maintaining an efficient tracking system regarding order status, courier deliveries etc.
- Managing the store room area to ensure a safe working environment, including processing deliveries and disposing of waste in a timely manner
- Support Marketing colleagues as required with sourcing new stock items and adding them to the online shop
- Planning, costing and making purchases made centrally and to support the wider BfN projects (where these cannot be done locally), within agreed limits.
- Maintaining a calendar of Zoom sessions requiring licenses and allocating licenses to users accordingly

#### Friends, DIBM friends and Breastfeeding Friendly membership schemes

- Sending out welcome packs for new scheme members
- Scheme administration, communicating with members as required and maintaining accurate records (including online venue locator)
- Reporting on scheme statistics as required for planning and reporting purposes
- Suggesting and supporting future improvements to the schemes alongside Marketing colleagues
- Responding to queries about membership schemes, escalating to colleagues where appropriate.

## Recruitment

- Supporting the recruitment of new trainees for courses in line with agreed timelines, processes and procedures ensuring fairness and consistency in line with the Equality and Diversity Policy and Volunteer Recruitment Policy.
- Placing trainee recruitment adverts on the website in line with the agreed process
- Administering the trainee application process and supporting managers with shortlisting and selection
- Communicating with applicants at each stage of the trainee recruitment process
- Analysing and reporting data on those applying for training and their progression thereafter
- Working with HR colleagues to provide adequate cover for staff recruitment when required

## Trainees and volunteer registrations

- Checking and countersigning DBS and PVG applications, managing any queries or issues, and tracking progress
- Issuing ID badges and registration correspondence to volunteers
- Working with the Central Support Coordinator to support volunteer training and registrations processes
- Updating the various membership databases and associated records for any and all changes including registration, training, payment, staff status, contact information and permission, attendance at supervision and training.
- Assist the Training team with some administrative tasks eg: meeting set up, CPD planning, timesheet checks and external course bookings

## Event Coordination

- Playing a key role in the coordination of the annual conference and AGM, working with colleagues
- Working through and updating relevant tasks on the project plan to ensure key deadlines are met
- Identifying suppliers, such as venues, maintaining regular communication and liaising with key partners and colleagues
- Formatting and publishing the agreed agenda, setting up the web page and booking system and working with the Comms and Social Media Officer to promote the event and issue papers and updates to attendees
- Supporting colleagues to communicate key messages to members
- Supporting BfN's presence at external events, recording, tracking and managing resources sent out to colleagues and arranging return to the central office.

## General

- Managing the Admin mailbox and responding to queries in a timely manner
- Answering the telephone and following up voicemail messages
- Opening and distributing all mail received at the office
- Providing cover for central support colleagues, particularly on key tasks
- Carrying out any other duties as required, as agreed or directed by the Line Manager
- Attending and participating in team calls and other meetings and training as required
- Working with office based colleagues to maintain the office environment
- Initial point of contact with landlord for office function and cleaning company

*This is not an exhaustive job description and may be subject to change according to the needs and development of the role. It is expected that the post holder may undertake such other duties as may be reasonably requested.*

## Person Specification:

The following criteria will be used to help us assess candidates for this role

### Essential

- National 5s/GCSEs in English and Mathematics at grade C or above
- Previous experience of general office administration
- Experience of processing orders, confidence in communicating with customers and experience of delivering a high level of customer service
- Experience of working with suppliers and managing stock
- Experience of data entry and updating online systems
- Knowledge of the GDPR and Information Governance requirements
- Experience of working within an office environment
- Experience of working independently and managing multiple priorities
- Ability to speak and write fluently in English
- Ability to use Microsoft Word to design forms, produce reports and perform mail merge
- Strong IT skills including email, Office 365 (including OneDrive, SharePoint and MS Forms)
- Ability to organise and manage work independently
- Ability to identify and implement solutions to problems and effective ways of working
- Ability to work effectively as part of a team
- Positive approach to change and willingness to help drive continuous improvement
- Ability to maintain confidential records
- Ability to communicate effectively by email, in meetings and on the telephone
- Awareness and commitment to equality and diversity

### Desirable

- A qualification in Business Administration or equivalent experience.
- Breastfeeding training or knowledge
- Experience of supporting the coordination of large events
- Knowledge of PVG and DBS processes
- Advanced knowledge of MS Excel, formulas, lookups, pivot tables, conditional formatting
- Good working knowledge of WordPress
- Clean driving license and access to a vehicle (for occasional collections in local area)
- Ability to work flexibly to meet the needs of the organisation, including occasional weekend working