

## Vegetarian for Life

### Job Description – Office Administrator

**Reports to:** Senior Administrator

**Location:** Norwood House  
53 Brighton Grove  
Fallowfield  
Manchester  
M14 5JT

**Overall Purpose:** To provide administrative support in a well-organised and timely manner. To work on a variety of tasks related to the running of the charity, and deputise in the Senior Administrator's absence when required.

**Duties and Responsibilities:** The principal duties and responsibilities are listed below. This is not an exhaustive list, and other duties and projects may be added when appropriate.

#### 1. Secretarial/administrative

- Handle written and phone requests and queries appropriately
- Act as a point of contact between the CEO and internal/external clients as required
- Manage diary and schedule meetings and appointments as required
- Make travel arrangements and arrange hotel bookings as required
- Assist in sourcing office supplies, and in monitoring stationery levels
- Pack for exhibitions and events, and assist in managing publication stock levels
- Research, produce reports and briefs
- Maintain office filing system
- Add and edit content on VfL's website
- Maintain VfL's database of UK List members, produce mail-shots, and liaise with members/potential members in conjunction with Business Development colleagues.

#### 2. Information and Enquiry Handling

- Handle written and phone requests and queries appropriately
- Identify and procure information to support VfL projects.

#### 3. Finance

- Deal with routine finances, supporting the Senior Administrator as necessary
- Maintain hard copy and electronic financial records, and assist with preparation for the charity's annual independent examination
- Administer and record appropriately all grant enquiries, applications and payments made under the Vegetarian and Vegan Fund.

#### 4. General Management

- Work towards departmental KPIs
- Operate within an effective risk management framework, maintain an electrical register, and oversee electrical testing

- Provide a point of contact with the outside world on the ethical treatment of individual older vegetarians and vegans, and to distribute guidance materials
- Compile, store and keep up to date the information needed for VfL to work effectively
- Ensure support where needed to the organisation's tenants
- Participate in training and development and take advantage of learning opportunities to develop personal skills and service delivery.

## **5. Business Planning & Strategic Development**

- Contribute to the collection of feedback and service usage statistics
- Work with the CEO and Senior Administrator to monitor progress against the Board's Strategy, Business Plans and Objectives.

## **6. Volunteer Liaison**

- Work with colleagues to support, engage and inspire local volunteers ('Friends') who are actively campaigning and proactively engage them in campaigning to support VfL's objectives
- Work with colleagues to mobilise members of the public to take action to support VfL, e.g. lobby of parliament
- Work with colleagues to ensure that the volunteer network continues to grow in strength
- Work with colleagues to respond to enquiries from volunteers, providing excellent customer service
- Liaise with colleagues to ensure that the VfL volunteers' database is maintained and that processes are efficient.

## **7. Digital Support**

- To maintain and develop a library of beneficiary case studies, including written stories, photography, film and audio
- Keep abreast of Data Protection law and ensure that relevant permissions are sought and kept up to date
- Work with VfL colleagues to ensure a pipeline of stories – including videos – are prepared and edited for a variety of purposes, including training, social media, blog, supporter newsletters and magazines
- Work with VfL colleagues to provide digital support for campaign objectives or to increase funding streams through social enterprise activities
- Work with VfL colleagues to develop new pitch ideas and strategy to increase media coverage for the charity as needed
- Maintain contacts database, press clippings and other relevant files
- Work with VfL colleagues to ensure consistent and complementary approach to media and messaging.

## **PERSON SPECIFICATION**

### **Essential:**

- Demonstrate a successful track record within a similar role.
- Experience of working with external/internal contacts and agencies at all levels.
- Good literacy, financial, communication and interpersonal skills.
- A keen eye for detail.
- To be vegetarian or vegan within the definition on VfL's website <http://vegetarianforlife.org.uk/caterers/best-practices>

- Personal commitment to vegetarianism and veganism and promoting the interests and welfare of older vegetarians and vegans, including a broad knowledge and understanding of vegetarian and vegan issues.
- Willingness to attend meetings with board and other staff in Manchester or elsewhere.
- Ability to plan, organise and monitor projects and work under pressure.
- Ability to arrange meetings.
- Ability to develop effective administration and support systems.
- Ability to complete tasks and projects on time and to a high standard, demonstrating a can do attitude.
- Ability to work to tight deadlines and under pressure.
- Ability to prioritise and manage own workload.
- Willingness to work flexibly.
- Ability to work and act on own initiative.
- A methodical worker with good record keeping skills.
- Computer literate: Advanced IT Skills in MS Office.
- Substantial experience in use of IT systems e.g. word processing, spreadsheets, internet, Excel, PowerPoint.
- Able to demonstrate a good level of general education to GCSE standard in Mathematics and English or equivalent.
- A genuine interest in older people.
- Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.
- Courteous and effective when dealing with people, exchanges information in a tactful and diplomatic manner, able to communicate effectively at all levels.
- Customer focused, ensuring that the needs of our members and service users are maintained and managed appropriately.
- Appropriate level of data protection, security awareness and confidentiality awareness.
- Able to ensure that internal policies and procedures are complied with.

**Desirable:**

- Educated to degree level.
- Experience of maintaining websites using Expression Engine.
- Experience of using social media.
- Experience of video editing software.
- A high degree of integrity, energy and credibility.
- Willingness to stand in for and/or support other VfL staff at locations throughout the UK.
- Understanding of the implications of charitable status.
- An understanding of the care sector and regulatory framework and the role of local authorities and central government in relation to this.