

THE DATAKIRK**JOB DESCRIPTION – DATAKIRK’S CHARITY ADMINISTRATOR****1 JOB DETAILS**

Job Title	DataKirk’s Charity Administrator	Line Manager	Director
Location	37a Castle Terrace, Edinburgh EH1 2EL / Or remote working (depending on government guidelines)		
Salary Range	£19,234 - £20,669 pro-rata		
Hours	Part Time: 18.5 hours per week – 1 year Fixed term		

2 JOB PURPOSE

- Providing professional, efficient and effective administrative and operational support to the DataKirk, ensuring efficient and effective running of the charity office and daily business.
- Supporting the charity team in the management and administration of its fundraising, HR and marketing functions.

3 MAIN RESPONSIBILITIES

**Approx. of time
%**

- Ensure that message is answered promptly and deal with customer & volunteer enquiries. 30%
- Ensure that e-mails are responded to in a timely manner 30%
- Using a computer to perform a variety of administration tasks to ensure the smooth running of the charity 30%
- Completing all paperwork required by the Charity including PVG 10%

4 PLANNING AND ORGANISING

- The post holder will organise their own inbox and schedule of customer service related tasks.
- Centrally coordinating/be the first point of contact for initial enquiries from members of the public or any new volunteer applications
- The post holder has a limited time to become accustomed to the role and must be familiar with an office or academic environment.
- The post holder will coordinate the charities training calendars.
- The post holder will manage the charity webpage and keep it updated with charity events, calendar, staff and volunteers.
- The post holder will recruit, train and manage staff and volunteers
- The post holder will organise social media and other publicity work

5 PROBLEM SOLVING

- The post holder must manage small but critical issues each day to ensure that customers receive a high standard of service.
- There may be problems with a customer using the website, wanting to book a training or a lack of understanding about how the project functions and what it achieves.
- The post holder will upsell where possible when communicating with customer’s, ensuring income is maximised for the project.

6 DECISION MAKING

- The post holder will be required to decide when to manage a customer enquiry or difficulty themselves or to involve the Director.
- The post holder will, in liaison with the Management, decide which tasks to prioritise in the case of conflict or multiple competing tasks.

7 KEY CONTACTS AND RELATIONSHIPS

- The post holder has regular contact with customers by email and by phone.
- The post holder has to maintain relationship with volunteers, partners, customers, DataKirk staff, Councils and other third sector organisations.

8 KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED FOR THE JOB

The essential qualifications and characteristics that will be required of the person undertaking the role are:

- Experience of working in an office or academic environment
- Experience in use of Microsoft Office Applications (Word & Excel) & Internet
- Good telephone manner essential with high level of spoken English
- Ability to use Google Workstation (GSuite)
- Ability to deal with difficult customers
- Ability to prioritise & work under pressure

9 DIMENSIONS

- The post holder has no direct reports.
- The post deals with a large volume of customers
- Be sympathetic to and supportive of the aims of the DataKirk as expressed in its mission and value statements

10 JOB CONTEXT AND ANY OTHER RELEVANT INFORMATION

The post holder will work in conjunction with Volunteer Coordinator, Management Volunteers, and mentors.

11 CREATION AND REVISION

Created	23 December 2021
For Review	January 2023
Reviewed	16 January 2023