# ****Job Description****

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| **Job title** | Office Coordinator |
| **Contract** | Permanent, Part time (21 hours per week). Flexible hours can be arranged. |
| **Date of revision** | November 2023 |
| **Location** | Office base in Cheltenham |
| **Salary** | £21,525 pro rata |
| **Reports to** | CEO |
| **Job purpose** | To manage all administrative functions of Insight Gloucestershire and provide support to staff across the organisation to maximise the effectiveness of the team. |

# Background:

Insight Gloucestershire exists to reduce the impact of sight loss, supporting blind and partially sighted people across the county to lead independent lives and to secure equal access to services.

Although a small team of 5 in Cheltenham, we have recently joined forces with two other local sight loss charities, Sight Support West of England and Wiltshire Sight to develop a joined-up and comprehensive service across the local area. This joint working arrangement enables us to share workload across the three organisations, creating efficiencies and sharing costs.

We are looking for an enthusiastic and dedicated self-starter to join the team and take the lead on all administrative and office functions within our Cheltenham office. Although based locally, the postholder will operate as part of a wider admin team working across the three organisations. This is a great opportunity for the right individual to add real value to a small but ambitious charity at a time of redevelopment and modernization.

# Key responsibilities:

Ensure the smooth running of the Insight Gloucestershire office in Cheltenham, dealing with issues as they arise, in consultation with the Insight team and the wider Sight Support staff team.

Ensure all invoices, bills, purchases and receipts are entered onto the online finance system, Xero, for approval, and payments set-up on online banking system.

Ensure all bank accounts are reconciled at month end and any issues are brought to the attention of the Sight Support CEO.

Take the lead on other administrative processes, such as management of purchase orders and invoices, maintaining inventory of equipment, etc.

Working with the Sight Support Admin & Comms Officer, take a lead role in management of Insight Gloucestershire suppliers, including cleaning, IT, phones, stationary, etc.

Ensure all printed materials are up-to-date and relevant in the office.

Open all incoming post, ensuring that any donations are kept securely. Ensure that money is banked at least weekly, after being recorded on LampLight and Xero.

Ensure requests or donations from organisations (groups, companies and others) are banked promptly, with details passed to the Relationship Fundraiser for follow-up including thanking.

Ensure appropriate thank you letters are sent out to all donors, including confirming or asking for Gift Aid.

Reconcile all online fundraising platforms including PayPal, GoCardless (Direct Debits) and JustGiving, ensuring donations are recorded accurately on Xero and LampLight and preferences are updated.

Coordinate and oversee mailings to Insight clients and supporters, including annual appeals.

Manage all collection boxes, including a register of where boxes are and a schedule for paying in and refreshing. Ensure that all boxes are managed in a way compliant with the Fundraising Regulator Code of Practice.

Compile and submit Gift Aid claims to HMRC on a scheduled basis.

Oversee the printing of all leaflets/posters, etc.

Ensure that all emails received into the info@ email address are dealt with promptly and appropriately, or forwarded to the right member of staff.

Oversee the work of any admin volunteers working within the Insight office.

Provide other administrative support to staff as necessary.

# Person specification

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|  | **Essential** | **Desirable** |
| Skills, experience and abilities | Ability to manage administrative systems, including stock control, filing systems, etc.  Ability to research issues or seek solutions on internet and other media.  Strong written and oral communication skills, including a professional telephone manner.  Good problem-solving skills, with the ability to manage a complex workload, prioritise competing demands, and meet deadlines.  Excellent attention to detail to ensure consistently high standard of work.  High level of IT skills especially in MS Office including ability to develop and maintain information systems and to share these with others. | Knowledge or experience of working in the charity sector.  Experience of producing high quality communications materials. |
| Personal qualities | Good team player, who places emphasis on building open and supportive relations and working by example.  Motivated self-starter able to work under own initiative.  Pro-active attitude and willingness to learn.  Good judgment combined with a focus on delivering results.  Flexible attitude to work and willingness to support colleagues.  A desire to promote positive change and seek ongoing improvement in working practices.  Ability to recognise and value diversity. |  |

## Please note

This post is subject to a DBS check.

Full training and ongoing professional development will be offered to the right candidate.

To apply for this post please send a CV and a covering letter outlining your suitability for the post to [info@sightsupportwest.org.uk](mailto:info@sightsupportwest.org.uk). Please title your email ‘Application for Office Coordinator’.

# End of document

Tel: 01242 221170 Email: [info@insight-glos.org.uk](mailto:info@insight-glos.org.uk)

Insight Gloucestershire is a registered charity: 204279.

Registered Office: 81 Albion St, Cheltenham, GL52 2RZ