

## Application Pack – Team Administrator

### Advert

#### **Sustainability West Midlands – Team Administrator (3 days a week) £16,000-18,500 pro-rata**

The Team Administrator will provide the efficient and effective running of our office and communication systems to support the delivery of our mission. We are a small team, and need someone who will be able to fit in quickly, contribute and deliver for our partners, whilst also helping our organisation develop and grow as we seek to create a better future for the businesses and communities within the West Midlands.

This is an ideal opportunity for someone who has a gift for organisation, enjoys a diverse range of activities from finance to communications, and would like to see their skills and experience rapidly improve the performance of small organisation. Your skills and attitude will be a vital addition to our small and growing team.

***The closing date is 12 noon on Monday 2 December 2013.***

## Job Description – Team Administrator

**Reports to:** Chief Executive

**Location:** Sustainability West Midlands, hosted by Groundwork UK, Birmingham, B1 2RR

**Duration of post:** Permanent, after three month probation

**Part-time role:** 3 days / 22.5 hours a week, with flexibility if required around school holidays

**Salary band:** £16,000-18,500 pro-rata

**Other benefits:** 6% employers pension contribution, childcare voucher scheme, annual leave 28 days pro-rata, commitment to training and development, canal side offices with easy access to city centre

### 1. Context to the Role

#### ***Sustainability West Midlands***

Sustainability West Midlands is the sustainability adviser for the leaders of the West Midlands.

We are the sustainability champion for the West Midlands as designated by government.

Our customers like our independence, our role as a hub of cross-sector good practice networks, and our drive to deliver a clear vision to create a better West Midlands.

We are a not-for-profit company that works with our members in the business, public and voluntary sectors. Our Board is private sector led with cross-sector representation; and is supported by our team of staff and associates.

We are committed to developing our staff to help grow the organisation and deliver our vision.

## **2. Main Purpose and Role**

### ***Job Purpose***

The main benefit to our business and purpose of this job is to provide the efficient and effective running of our office and communication systems to support the delivery of our mission.

### ***Business Functions***

#### Lead on Finance Systems

- Gathering financial information - for authorisation by the appropriate staff and for our accountant prior to putting on our accounts software
- Payments and invoices - use online banking and debit card facilities to make authorised payments, issue invoices and chase debtors

#### Lead on Office Systems

- Contacts database – maintain and develop contacts database and future Customer Relationship Management System (CRMS)
- IT – liaise with our IT provider to ensure we achieve the agreed service levels
- Landlord – liaise via tenants meetings and directly to ensure we achieve the agreed service levels, our office environment is maintained, and room booking
- Customer enquiries - deal with customer enquiries via telephone , email and our post system
- Records - Maintain our current electronic and paper finance filing system

#### Lead on Governance and Members Systems

- Board – organise meetings and AGM and take minutes, companies house updates
- Members – process enquiries and update details on our records and website

#### Support Chief Executive

- Setting up key meetings where required

### ***Communications and Project Functions***

- Marketing projects – support marketing campaigns through email and mailshots
- Communication projects – support the monthly update of our website, social media and newsletters with content provided by the team and members, and monitor impact
- Other projects – providing support when required such as proofing reports, representing SWM at exhibition stands, event administration and bookings, the production of the annual customer survey

As we are a small organisation, there is also the expectation to be able to be flexible and help other team members and deliver other tasks as required.

### **3. Key Responsibilities and Relationships**

#### ***Internal***

- Accountability- reports to Chief Executive
- Financial - office suppliers and events (£5-10k p.a.)
- Line management – none
- Suppliers – Landlord, IT, design and print, HMRC, payroll, companies house, venues, speakers

#### ***External***

- Customers - telephone and email enquiries, finance departments, board members, arranging and dealing with membership enquiries, arranging CEX meetings with senior leaders
- Selling – generating customer leads for team from marketing activities, trade stands, events and supporting high quality communications activities

### **4. Values and Behaviours**

#### ***Business led and business like***

- Understanding of our vision, products, costs and our customers
- Maintain our professional standards of time keeping, presentation, clear and timely communications and trust
- Interest in the sustainability mission of our organisation and balanced approach to business and life

#### ***Creative and positive***

- An open-minded approach to their work
- Committed to continuous improvement for themselves, the organisation and our customers
- Able to recognise barriers and propose solutions

#### ***Respectful***

- Minimise the impact of our operations and maximise the impact our advice has on the environment
- Celebrate the diversity of individual's views and backgrounds we work with and seek to use the best of these to delivery our vision
- Commitment to health and safety

### **5. Person Specification Requirements**

#### ***Experience***

- Proven experience in a similar role in a small office environment
- Experience of supporting a Board and running finance systems
- Working with a variety of people at different levels and backgrounds internally and externally to get results

- Experience of supporting marketing and communications activities and organising meetings
- An interest in sustainability related issues

### ***Knowledge***

- Ability to use accountancy book-keeping software such as SAGE and online banking
- Competence in Microsoft Office, especially the use of Outlook, Word, and Excel spreadsheets
- Ability to use or learn CRMS, web content management systems such as wordpress, and other relevant online and social media tools such as Mailchimp and Twitter

### ***Skills***

- Positive, well organised and good attention to detail – a finisher
- Systematic and pro-active in supporting a team to deliver
- Very accurate numeracy and written skills that inspire confidence and drive quality
- Ability to communicate effectively to internal and external audiences in writing and verbally
- Ability to make own decisions, use initiative and work as part of a team

## **Application Process**

For an informal discussion about the role please contact Simon Slater on 0121 237 5890  
[simon.slater@swm.org.uk](mailto:simon.slater@swm.org.uk)

To apply, please send a covering letter and your CV as one electronic document of no more than 4 sides of A4 in total.

In your covering letter please set out:

- a) Your contact details
- b) Where you heard about this opportunity
- c) Why you want to be considered for the role
- d) How you meet the essential criteria of experience, knowledge and skills, set out in section 5 'Person Specification Requirements' of the job description.

In your CV please set out supporting information for your covering letter which includes:

- a) Education and qualifications
- b) Current employment / role and salary
- c) History of relevant employment and non-paid work
- d) Two references – which we will contact if you are successful at interview

Please send your covering letter and CV to [simon.slater@swm.org.uk](mailto:simon.slater@swm.org.uk) (0121 237 5890)

**Closing date:** 12 noon on Monday 2 December 2013

**Short listing:** Shortlisted candidates for interview should be notified by the end of Friday 6 December 2013. As we are a small organisation, we will only be able to give feedback to those interviewed.

**Interview date:** Monday 9 December 2013

END (Final Version -14 November 2013)