



THE FEATHERS ASSOCIATION

Job Description & Person Specification

Job Title:	Team Administrator
Reporting to:	CEO
Department:	Operations
Hours of work:	Full-time
Salary:	£26,000 - £28,000 per annum (depending on experience)
Contract Type:	Permanent

Context

Who we are

The Feathers Association is a well-established, highly energetic and ambitious charity delivering a range of services, programmes and events that focus on changing lives and communities for the better. The Charity provides opportunities for children, young people and communities across London, however, plans are underway to further expand these across England, Wales and Scotland. Our services and facilities provide a range of opportunities for people to develop in a positive way through informal education, sporting, art/cultural and recreation activities.

The Charity was founded in 1934 at the behest of the then Prince of Wales. It has built up a substantial and high-quality reputation for supporting centre-based youth work and has a youth and community centre based in the City of Westminster which provides programmes Monday to Friday throughout the day and evening. It is equally well respected and known for its delivery of a number of high profile and hugely successful charity Ball events which take place in Spring and Winter each year attracting thousands of young people to raise funds for the Charity.

Feathers Marylebone, our youth and community centre, has a growing membership of over 500 young people but has positively impacted on thousands of lives over the 89 years since we started. The centre's facilities include: an IT suite, recreation room, a commercial kitchen, music/ recording studio with links to Abbey Road Studios, astro turfed sports pitch, dance studio and a skate park; all located beside of Marylebone Train and Tube Stations.

Our head office is based in Buckingham Palace Road, London SW1 and houses our essential business services including operations, HR, marketing and fundraising.

How we make a difference

We make a difference by providing young people and communities with the opportunity to take part in activities, development programmes and events that would not normally be open to them via school or home life.

A new era for the Charity

Whilst the Feathers Association has a long standing and rich heritage, the board of Trustees have embarked on ambitious plans to grow the organisation within London, as well as take it beyond the London borders to a national level.

A new CEO was appointed in November 2022 and with that, a newly invigorated and engaged board with diversity at the heart, has been formed along with a new Senior Leadership Team. The new management and staff team has the full support of the board and is able to draw on a wealth of expertise and skills from both the commercial and charity sectors.

The Feathers Association, as part of the expansion, is investing in appointing new team members into key roles to help deliver their ambitious vision. This is an exciting time to join this forward-thinking organisation and become part of a high performing team in a role which could be instrumental in supporting to unlock the huge potential the organisation has to offer.

Objectives of the post

Managing the reception and general office administrative functions for the Charity, ensuring that these are carried out in accurately, in compliance with the relevant regulations, and in a timely manner.

Support the Chief Executive Officer, senior managers, the charities trustees, and other colleagues and by providing a range of day to day administrative support as required.

JOB DESCRIPTION

Supporting the Senior Leadership Team:

- Coordinate arrangements for internal meetings; record actions when required;
- Assist with the arrangements for external meetings both offsite and at the office, welcoming guests and providing refreshments;
- File receipts and track expenses;
- Book travel and accommodation;
- Diary management.

Supporting the Board of Trustees:

- Plan and coordinate quarterly board meetings with the Chair;
- Draft boarding meeting agendas, collate reports and circulate papers ahead of meetings;
- Attend the meetings and draft the minutes;
- Coordinate new trustee inductions;
- Assist with ad hoc requests.

Finance Support:

- Collate monthly purchase invoices for payment;
- File receipts and invoices;
- Set up payments for approval in the online banking system;
- Liaise with the external finance team, providing information and assisting with queries.

HR Support:

- Collate changes to the monthly payroll, check reports and set up payments;
- Coordinate the onboarding of new starters (including sending offer letters and forms, contracts, reference and right to work checks, IT requirements and draft induction schedules).
- Coordinate DBS checks for all employees, trustees and volunteers;
- Ensure employee records are kept up to date on the HRIS system including uploading documents, training records and checking that holiday and sickness is being recorded correctly;
- File relevant documentation relating to contractors.

General:

- Maintain office supplies and manage ordering;
- Assist the Operations Manager with ad hoc requests and projects;
- Support the wider team where needed;
- Attend events as requested by the CEO.

PERSONAL SPECIFICATION

Experience

- At least one years' experience of undertaking a wide range of administrative duties.
- Past experience of supporting executive level colleagues and or board members.

Qualifications

- GCSE or equivalent pass in both English and Maths at least grade 4 (O level grade C).
- Possession of a business studies, management, or administration-based qualification at level 4 or above, or equivalent experience.

Skills and knowledge

- Excellent listening and communication skills including a high standard of written and verbal English.
- Ability to build effective professional relationships and adapt communication style to different stakeholders (e.g. employees, volunteers, trustees, supporters and suppliers).
- Excellent time management and organisational skills with the ability to use initiative to prioritise and manage conflicting demands.

- Act with diplomacy and discretion when dealing with matters of a confidential nature.
- A self-starter with a practical and proactive approach.
- Strong IT skills including a high level of competence in using Microsoft 365 (Outlook, Word, Excel, PowerPoint and Teams).
- A good working knowledge of GDPR.
- Possession of a broad understanding of charity or corporate governance (desirable).
- Open to feedback and others' ideas and suggestions.

Working All together:

At the Feathers Association, we take seriously our responsibility to carry out our business activities in a way, which is sustainable and protects all employees and users of our building and services.

With this in mind, we all:

- Must take responsibility for the efficient use of resources in order to reduce and / or eliminate unnecessary usage as much as possible
- Support and implement any Feathers Association approved initiatives regarding sustainability, energy management, charitable fundraising, positive people practices etc

Note - this job description is not intended to be an exhaustive list and is subject to change to meet legislative requirements. KPI's and objectives will be agreed with your line manager at regular one to one's and twelve-month appraisals. This role is subject to a six-month probationary period.

The Feathers Association is committed to providing equal opportunities for everyone regardless of their background. We value diversity and strive to provide an inclusive and supportive working environment where all employees and volunteers feel respected and supported.

Candidates will be selected on merit based on qualifications, knowledge and experience they can demonstrate that the Charity requires in the role.