

Job title:	Charity Administrator (Maternity Cover)
Starting salary:	£25,000 per annum
Contract type:	Fixed term (14 months). Full time.
Starting date:	September 2023
Location:	Sight Research UK, Redwood House, Brotherswood Court, Bristol BS32 4QW (Almondsbury Business Park) Hybrid working pattern considered but applicant must be able to work in the office at least two days per week.
Reporting to:	Chief Executive
Line reports:	n/a
Liaison with:	Fundraising Manager, Operations Manager, Trustees, Vice-Presidents, Sight Research UK funded researchers, Research Advisory Board, Seed Panel, peer reviewers, supporters and external suppliers.

About us

Sight Research UK funds eye research teams across the UK to find the causes of eye disease, develop new prevention methods and more effective treatments. We fund research in all eye diseases affecting both children and adults. Over the last 30+ years, we have invested over £17 million in research projects that are bringing scientists ever closer to answering some of the most fundamental questions about eye health and eye disease. Eye research in the UK is severely underfunded and our goal is to increase our income generation significantly over the next 10 years in order to make an even bigger impact.

Purpose of the job

We are looking for a maternity cover for our current Charity Administrator to provide a wide range of professional and efficient administrative services. We are seeking a dynamic and organised team player with strong administration skills and a confident customer service approach.

You will play an essential role in supporting Sight Research UK's team and will enable the organisation's strategic development by providing excellent administrative support to a number of areas including fundraising, grant making, financial processes, and general office management.

KEY ACTIVITY AREAS

Fundraising administration, donations processing and records management

- Processing all postal, telephone and online donations on the charity's CRM (Donorfy).
- Ensuring that all recurring donations are updated on Donorfy on a monthly basis and new instructions are set up in a timely fashion.
- Thanking postal, telephone and online donors using agreed existing templates for communications and within the charity's stewardship turnaround times (48 hours).
- Regularly updating templates for communications.
- Regularly reviewing Gift Aid declarations and chasing any that are out of date or incorrect by running the relevant, pre-prepared database queries on Donorfy.
- Running a weekly query from Donorfy to identify new donors and donors over £250 and provide the list to the CEO for bespoke stewardship.
- Ensuring that all relevant donor communications are recorded on Donorfy.
- Ensuring that donor records are kept up to date and any changes in communication preferences are adequately and timely recorded on Donorfy and Mailchimp.
- Assisting with database management with regular data cleansing.
- Maintaining any relevant paper and digital donation records that might be required for auditing purposes.
- Ensuring that shared electronic files (e.g. relating to the charity's operations, grant management, finances, etc.) are organised and maintained in a systematic fashion.
- Informing the CEO (Data Controller) of any complaint received by donors or other supporters.
- Processing requests for Recycling for Good materials.
- Assisting the Fundraising Manager in maintaining accurate details of charitable trusts and foundations, including contact details, funding interests and details of grant making.
- Assisting with the preparation of mailings and e-communications to supporters.

Financial operations support

- Supporting the day-to-day financial operation of the organisation, including banking of donations and logging of incoming donations and outgoing payments.
- Paying and filing suppliers and grants invoices.
- Maintaining accurate and up to date financial records in preparation for regular audit reviews.
- Running database queries to provide the CEO and Operations Manager with financial information in preparation of quarterly management accounts and annual audited accounts.
- Supporting the Operations Manager with mid-month and end-of-month payment runs
- Supporting the CEO with monthly payroll process
- Completing monthly Gift Aid claims
- Supporting the Operations Manager with bookkeeping requirements, reconciling accounts monthly using Xero
- Assisting the Operations Manager and SRUK accountant to support the production of quarterly Management Accounts Assisting the CEO and Operations Manager with preparation and completion of annual audit.

Research grants support

- Supporting the Operations Manager in sourcing Peer Review contacts and maintaining an up-to-date database of peer reviewers.
- Liaising with the Research Advisory Board and Seed Panel to maintain up to date paperwork (such as Register of Interest forms).
- Supporting the advertising of research grant rounds
- Managing the request and payment of grants invoices
- Managing the request and organisation of grant reports
- Supporting the Operations Manager with day-to-day grant administration, such as updating website grants pages and issuing grant contracts
- Writing up the Research Advisory Board and Seed Panel meeting minutes
- Working with the Operations Manager to schedule quarterly Research Subcommittee meetings and complete the requisite papers and minutes
- Maintaining grant update mailing list

Legacy administration

- Completing all aspects of legacy administration with oversight by the CEO.
- Liaising with estate executors.
- Logging all correspondence with estate executors on Donorfy and maintaining up to date paper and digital records of estate administration correspondence with executors suitable for auditing.
- Maintaining up to date financial records of all estates in administration to enable legacy income forecasting.
- Monitoring and reporting on unexplained or unexpected estate administration delays incurred by executors by regularly reviewing all estates in administration.
- Liaising with the next of kin wherever possible for stewardship purposes and to gather information on the donor which could be used for legacy marketing purposes.

Events

- Providing logistics support to the organisation of donor engagement and stewardship events.

General office management

- Acting as the first point of contact for the charity by handling inquiries by phone, email, and post.
- Keeping up to date folders on Trustees information.
- Liaising with Trustees to maintain up to date conflict of interest declarations.
- Liaising with Trustees to complete annual risk assessment.
- Maintaining and reviewing schedule of policies to ensure that they are reviewed by the Trustees at appropriate intervals.
- Renewing charity insurance to ensure appropriate cover is maintained.
- Ensuring successful renewal of Information Commissioner's Office (ICO) membership.
- Supporting the CEO with the planning and running of Trustees Board meetings, and sub-committee meetings, including distribution of papers and typing of meeting minutes.
- Maintaining relationship with serviced office provider,
- Booking meeting rooms and catering for internal and external meetings.
- Maintaining adequate stationery supplies to ensure the smooth running of the office.
- Actively managing the charity's paper records and shared electronic filing system, archiving and deleting records as necessary.

Tasks common to all staff

- Act as an ambassador for Sight Research UK at all times when liaising externally and internally.
- Record information as necessary and comply at all times with requirements for handling personal / sensitive data.

The postholder may also be expected to carry out other duties, which may be reasonably requested. As such, the job may involve occasional evening and weekend work, for which time off in lieu can be claimed.

Person Specification

In your application, please provide evidence of how you match each of the following criteria:

	Essential	Desirable
Qualifications		
You have a university degree or equivalent OR Business and Administration Level 3 Certificate (NVQ).		✓
Experience, Knowledge and Skills		
You have at least 3 years' experience working in a public facing administrative role.	✓	
You have demonstrable experience of office management, committee servicing, budget monitoring, creating and maintaining reporting schedules, updating databases and using them to produce reports.	✓	
You have a solid working knowledge of Microsoft Office suite, especially Word and Excel.	✓	
You have a solid working knowledge of the principles of the Data Protection Act 2018 and how these apply to charities and their supporters.	✓	
You have worked in a fundraising charity.		✓
You have worked in a grant making organisation.		✓
You have experience of bookkeeping and you have a working knowledge of Xero.		✓
You have experience of administering grants to external organisations, including monitoring expenditure on grants awarded by the organisation, and creating and updating schedules for grant holders to report back to the organisation on grant expenditure and project outcomes.		✓
Attributes and Personal Characteristics		
You are polite, courteous and customer focused.	✓	
You have excellent communication skills (verbal and written).	✓	

	Essential	Desirable
You are able to work with minimum supervision, are proactive and take initiative, e.g. by identifying problems, proposing solutions and escalating issues appropriately.	✓	
You have a flair for implementing efficient systems and processes and continually seek to improve operational procedures.	✓	
You have strong organisational skills; you are meticulous and have excellent attention to detail.	✓	
You have a positive team ethos and are keen to contribute to the overall success of the charity.	✓	
You are able to work to tight deadlines and manage multiple priorities.	✓	
You are resilient and able to adapt to changing priorities.	✓	

ADDITIONAL INFORMATION

- This position has a 1 months' probation period.
- 30 days paid annual leave (pro rata) plus public holidays.
- Up to 5% matching employer's contribution to the charity's workplace pension scheme (NEST)
- Flexible working considered. Applicant must be able to work at least 2 days per week from the Almondsbury site.
- Onsite parking at the Almondsbury site.

Equal Opportunities

Sight Research UK values diversity of thought and experience. We welcome applications from anyone regardless of their age, disability, ethnicity, heritage, sexuality, gender and socio-economic background. If you have any access needs or there are any barriers to access please let us know this in your application or if you would like to discuss any of this prior to applying please email: hello@sightresearchuk.org

HOW TO APPLY

Closing date: 9th July 2023
 Invitations to interview: 12th July 2023
 Interviews: 18th July 2023

For informal inquiries about the role, please contact the office on 0117 3257757 or email hello@sightresearchuk.org.

If interested in this role, please send your CV and a covering letter by email to hello@sightresearchuk.org or through the Quick Apply function on charityjob.co.uk.

We will not consider postal applications.