



Job Description

JOB TITLE	Administrator
LOCATION	Hybrid, Edinburgh Office and remote (minimum two days a week in the office)
HOURS	Full time, 37.5 hours per week
SALARY	£24,570 per annum
REPORTING TO	Operations Manager

Job Purpose

This role provides essential administrative, financial, and database support to ensure the smooth and efficient operation of the day-to-day running of the organisation. This role is crucial in supporting the wider team, managing donor relationships and fundraising activities, and maintaining accurate records within the charity's CRM system, Beacon.

Main Duties and Responsibilities

Administrative support

- Act as the first point of contact for all phone and email enquiries providing high quality experience in a timely manner.
- Provide trustee and board administration, including uploading board papers and liaising with trustees to gather information.
- Support with taking meeting notes and actions as required for circulation.
- Send out materials to health and care partners and musicians, as requested by the live music team.

Office duties

- Handle all incoming and outgoing post in the office, including posting equipment to staff and managing the franking machine.
- Ensure the office continues to be a safe and comfortable environment for staff to work in by maintaining the space, organising key holder agreements and ensuring waste disposal and cleaning is completed by third parties.
- Support the implementation of fire safety and data protection procedures in the office.

- Manage an inventory of office, promotional and fundraising supplies and place orders as required to maintain stock levels.

Financial processing

- Download and file all staff mobile phone invoices monthly.
- Bank cheques and cash received into the Edinburgh office in a timely manner to support the Finance team.
- Process over the phone donations using the Stripe payment systems.
- Ensure all nominal codes are correct in Beacon to transfer across to our financial system.

Database management

- Act as one of the Beacon administrators and the super user for income generation processes, sharing knowledge to support other users with problem solving in the system.
- Ensure integrations within the Beacon CRM are up to date and support finance to ensure gift aid claims are correct.
- Update regular direct debits and standing orders in Beacon when they are paid.
- Add any postal or bank transfer donations and contact details to the Beacon CRM.
- Use the import and export function to ensure all information from third party platforms are up to date in Beacon and all postal mailing lists are correctly generated.
- Conduct ongoing data cleansing and sorting, keeping records up to date in Beacon.

Fundraising and communications support

- Oversee our annual Christmas cards sales, including ordering, working with the Communications and Marketing Manager on the marketing plan and tracking and working with volunteers to fulfil individual orders.
- Play an active role within campaigns and appeals to provide support with campaign/platform set up, drafting basic copy, monitoring donations and post campaign analysis.
- Provide social media and email communications support with scheduling and responding to direct messages and comments.
- Provide support with drafting MailChimp emails and website news stories as required from the Communications and Marketing Manager.
- Work with the Trust Fundraiser to amend and send smaller value template trust applications.
- Support with creating and sending out standard thank you letters and cards to donors and funders.

General

- Compliance with Music in Hospitals & Care policies.
- Act with integrity and maintain the highest professional standards at all times.
- Carry out other duties as necessary to meet the needs of the organisation.
- Commitment to the organisation's aims and values.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Person specification

	Essential	Desirable
Experience	Working in an administrative role within an office environment. Maintaining a database or CRM system for data entry and reporting.	Working in the charity or not for profit sector. Using Beacon CRM.
Knowledge and skills	Excellent verbal and written communication skills High standard of accuracy and attention to detail Excellent organisational skills and ability to manage multiple priorities. Proficiency in using standard Microsoft 365 software.	Data protection and fundraising best practice.
Personal attributes	Ability to work effectively and positively as a team member. A team player who can collaborate effectively with different departments. Empathetic and positive attitude.	Genuine interest in or commitment to the Charity's vision.