



JOB DESCRIPTION

Job Title: Office Administrator
Branch: Manchester & Salford
Location: Branch Office, 565 Wilbraham Road, Chorlton, M21 0AE
Reports to: Branch Manager

1. Purpose of the job

- To be the first point of contact for all inbound enquiries to the branch office, dealing with them personally or distributing to the appropriate person.
- Provide administrative support for the rehoming department and branch manager.
- To engage with the public and the local community through a variety of outlets (e.g. website, social media, Mail Chimp, events).
- To promote RSPCA animals available for adoption.

2. Dimensions

- Primarily based in the branch office. Occasional off-site working will be required.
- Small team consisting of 3 rehoming co-ordinators (2 part time, 1 full time) and branch manager.

3. Principal Accountabilities

Administrative duties

- Comply with the Branch and national Society policies and procedures at all times during the course of duties.
- Receive and reply to telephone calls and emails, evaluate communications, take messages, re-direct and filter where necessary to ensure all enquiries are dealt with by the appropriate person.
- Provide administrative support for the animal admission and rehoming processes. e.g. maintain the 'Animal Shelter Manager' Database, produce animal adoption packs, register microchips and ensure adoption fees and relevant paperwork have been received.
- Maintain and develop filing systems (manual and electronic inc. shared drive) to ensure that there is an accurate and constantly updated source of information available to the rehoming team.

- Maintain the various websites the branch uses for promoting animals for adoption, e.g. uploading profiles, marking when reserved and removing in a timely fashion.
- To support the branch manager with the production and distribution of written communications.

Customers

- Provide a professional and courteous service to the public via telephone, email and social media.
- Support the team of rehoming staff and volunteers to enable them to perform their role, being sympathetic to the challenges that they face.
- To assist and support volunteers to successfully participate in the branch's operations.

Promotion, communication and events

- Promote the rehoming of RSPCA animals.
- To be aware of the rehoming policies and procedures for each species in the care of the branch.
- To assist with the allocation of home visits to the volunteer home visitor team.
- To assist with the production of the branch newsletter.
- Maintain regular contact with the supporters and volunteers, e.g via Mail Chimp database.
- Help to plan and co-run fundraising and community engagement events.

General

- Assist with the recruitment and training of new volunteers.
- Handle cash correctly, maintain records of money spent and received in line with branch procedures and undertake banking duties as and when required.
- To perform any other duties as directed by the Branch Manager which are in keeping with your post or for which training has been given.

While at work all staff are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Follow Branch policies and procedures for health and safety.

4. Knowledge, skill and experience

Please see person specification attached.

5. Job Context

- Office administrative duties are undertaken in accordance with existing RSPCA policy, processes and procedures.

- The rehoming of animals is undertaken in accordance with existing RSPCA policy, processes and procedures.
- Problems are to be raised with branch manager.
- The post holder will be expected, from time to time, to attend RSPCA meetings and training sessions that are held at other venues.

6. Additional information

- Provide additional staffing cover in the event of staff shortages on the rehoming team. Willing to assist the rehoming team with occasional animal rehabilitation and rehoming duties, e.g. animal husbandry, vet appointments and conducting cattery viewings.
- Be willing to work evenings and weekends on occasion.

NB. This job description is a statement of the job content agreed in 1st April 2018. It should not be seen as precluding future changes.

Job holder's signature:**Date:**

Line manager's signature:**Date:**

Personal Specification

Criteria	Essential	Desirable
Professional/Technical Qualifications	Good general level of education, must include English GCSE grade A to C or equivalent qualification.	
Experience & Job Knowledge	<p>Two years experience in an administration role.</p> <p>Experience of providing outstanding customer service.</p> <p>Able to work well within a small team.</p> <p>Have a keen interest in developing knowledge of animal rehabilitation and rehoming.</p>	Experience of caring for cats, dogs and/or small animals.
Skills & Competencies	<p>Excellent verbal skills and the ability to deal with all types of people.</p> <p>Experience of communicating professionally via emails, websites and social media.</p> <p>Computer literate with experience of Microsoft Office and ability to type accurately with some speed.</p> <p>Driven to develop and maintain an organised office environment, including manual and electronic filing systems.</p>	Experience with databases, websites and social media.
Personal Qualities	<p>Sympathy with the RSPCA's aims and policies and a passion for rescue animals.</p> <p>Strong organisational and time management skills.</p> <p>Attentive and sensitive to the requirements of the public, animals and team.</p> <p>Ability to maintain a professional manner when under pressure and to pay attention to detail.</p> <p>A good team player but who is also self-directing and self sufficient.</p>	Experience of working as part of a small team

	Reliable and hard working with excellent interpersonal skills.	
Special Circumstances (If any)	<p>Willing to assist the rehoming team with occasional animal rehabilitation and rehoming duties, e.g. animal husbandry, vet appointments and conducting cattery viewings.</p> <p>Willing to work occasional Saturdays to cover rehoming staff absence.</p> <p>Full UK Driving licence (branch vehicle available for use when required).</p>	