



CHARITY ADMINISTRATOR (PART TIME)

Who we are

Surrey Hills Society is an independent charity promoting the positive enjoyment and care of the Surrey Hills Area of Outstanding Natural Beauty for those who live, work in, or visit the area. The Society has an active membership, a busy calendar of events and talks and together with its volunteers supports and delivers environmental, historical, art and community projects which promote, enhance and conserve the Surrey Hills.

The role

Surrey Hills Society is looking for a confident, self-motivated and organised administrator with excellent communication skills, strong attention to detail and ability to work autonomously and flexibly to work from home with regular travel required for meetings (in and around the Guildford area and occasionally further afield within the Surrey Hills) with own transport. The administrator will be the only (or one of only a few) employees and will therefore work closely with the charity's trustees and enthusiastic volunteers.

This role is part time at eight hours per week (to be spread across the week as required by the tasks but to include some daily duties as set out below), to be reviewed after three months with flexibility for hours to be increased if required and agreed with the Society.

The administrator's key duties are set out below, but some flexibility will be needed to support the charity's administration as required.

Liaise with members and general public:

- Monitor phone calls received on the mobile. Deal with these calls as appropriate, and refer on to appropriate volunteers as necessary.
- Regularly (daily at least Monday to Friday) check emails coming to info@ email account. Deal with these as appropriate, and refer on to the appropriate volunteer as necessary.
- Act as contact for Squiggle, our email hosting company.
- Look after the email account, deleting old messages to ensure that the mailboxes do not become full and therefore refuse to accept incoming mail.
- Help to prepare the monthly Mailchimp mailshot giving details of events now open for booking.

Events:

- Keep track of forthcoming events and prompt organisers to get the booking forms ready to go on the website 6 – 8 weeks beforehand
- Keep the list of forthcoming events and those being planned up to date.
- Load the booking form onto the website within the timescale above.
- Monitor bookings for events coming in through the website.

- Collect bookings coming through the post to Warren Farm Barns and add them manually to the attendance list on the website.
- Alert the organiser when maximum capacity is approaching. Sometimes it can be increased by a variety of means if there is enough notice.
- Send confirmations with final details to those who have booked approximately 1 week before the event. (Details will be prepared by the organiser.)
- Monitor emails coming into the events@ email account and answer any questions from possible participants.
- If an event is very popular, set up and manage a waiting list. Offer places made available by cancellations to those on the waiting list. Amend attendance list.
- After bookings have closed, download the attendance list from the website to an Excel file. Send it to the organiser. (Needs to be password protected when sent by email.)
- Collect any payments coming via post or occasionally payment on the day and pass them to the Finance Director.
- Deal with cancellations – general rule is no refund unless we can fill the place except in exceptional circumstances. In the rare case where a refund is made, liaise with the Finance Director.
- Prompt and help with preparation of the monthly Mailchimp email from details of events open for booking on the website.
- Possibly attend events committee meetings to liaise with organisers (4 a year).
- Remind organisers to do risk assessments and collect these centrally.

Salary: £8 to £10 an hour depending upon experience

Closing date for applications: 29 April 2019

Interviews: Likely to be held on 13 and 14 May 2019 at Loseley Business Park GU3

Applications: Please send a CV and covering letter to Chris Howard at chairman@surreyhillssociety.org