

## **Job Description: Administration Officer**

**Salary:** £25,900 per annum, pro rata

**Hours:** 22 hours per week

**Location:** Sunderland base

**Reports to:** Acting Lead Officer

### **SVSA's Vision**

A thriving, inclusive and resilient Sunderland where voluntary, community and social enterprise organisations are empowered to lead, collaborate and innovate – amplifying community voices, delivering excellent services, driving equitable change and harnessing the power of volunteering to transform lives.

### **SVSA's Values**

All our work – as individuals, as a team and as an organisation – is driven by our core values of:

- **Integrity**  
*We conduct ourselves with openness, honesty and strong moral principles, and we can be trusted to deliver on our promises.*
- **Collaboration**  
*We believe that collaboration is vital to our success, and that of the wider sector, as we can achieve so much more together than we can by acting alone.*
- **Inclusivity**  
*We celebrate and champion diversity, and we treat everyone with respect, empathy and understanding, regardless of background, identity or differences.*
- **Challenge**  
*We expect the best of ourselves and others, using challenge as a tool for growth and improvement.*

### **Role Purpose**

The Administration Officer will provide essential administrative and operational support to SVSA, ensuring smooth and efficient office functions, accurate record-keeping, and effective governance processes. This role supports trustees, senior staff, and teams by managing correspondence, meetings, data, and financial records, while maintaining compliance with organisational policies and regulatory requirements. The postholder will

contribute to the overall effectiveness of SVSA by enabling staff to focus on delivering programmes and services that strengthen the VCSE sector and benefit the Sunderland community.

## **Main Responsibilities**

### **1. Office Administration**

- Maintain accurate digital and physical filing systems.
- Handle incoming correspondence, emails, and telephone enquiries.
- Schedule and co-ordinate internal and external meetings, appointments, and events.
- Manage office supplies, ensuring re-ordering requirements are communicated with senior staff.

### **2. Governance and Compliance Support**

- Support trustees and senior staff with governance administration.
- Circulate board papers.
- Take and distribute minutes for trustee meetings and internal meetings.
- Assist with compliance requirements including documentation for regulators such as the Charity Commission for England and Wales.

### **3. Financial Administration**

- Assist with basic financial administration such as processing invoices, expense claims, and maintaining financial records.
- Support the preparation of financial documentation for accountants or trustees.
- Support the maintenance of accurate records of payments, donations, and grants.

### **4. Data and Record Management**

- Maintain organisational databases and contact lists.
- Ensure records comply with relevant data protection requirements under UK General Data Protection Regulation and the Data Protection Act 2018.

### **5. Communications and Digital Support**

- Support the updating and maintenance of the SVSA website, ensuring information is accurate and up to date.
- Assist with the creation and distribution of digital newsletters using SurveyMonkey and other digital communication platforms where required.
- Support general organisational communications and promotion of events, services, and activities.

### **6. General Support**

- Provide administrative support to staff.
- Assist with project administration and reporting where required.
- Undertake other reasonable duties consistent with the role.

**Person Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Experience, knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Previous experience in an administrative or office support role.</li> <li>• Strong organisational and time management skills.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Proficiency in Microsoft Office or equivalent systems.</li> <li>• Ability to work independently and manage multiple tasks.</li> <li>• High level of attention to detail and accuracy.</li> <li>• Experience updating websites and creating digital communications or newsletters.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in the charity or voluntary sector.</li> <li>• Experience supporting governance or board administration.</li> <li>• Familiarity with charity compliance or reporting requirements.</li> <li>• Experience with CRM or database systems.</li> <li>• Experience using SurveyMonkey or similar digital communication tools.</li> <li>• Experience managing website content using a content management system (CMS).</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Reliable and highly organised.</li> <li>• Proactive and able to take initiative.</li> <li>• Collaborative and supportive team member.</li> <li>• Committed to the organisation’s mission and values.</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to the values and principles of the VCSE sector.</li> <li>• Ability to build trust and credibility with community organisations.</li> <li>• Flexible and adaptable approach to working in a dynamic community environment.</li> <li>• Commitment to equality, diversity, and inclusion.</li> </ul>