

Job Description

Finance and Admin Officer



About Us

Community Action Norfolk is an independent charity.

Our role is to help **build a stronger and fairer Norfolk through support, empowerment and strategic partnership with voluntary, community and social enterprise organisations.**

We provide direct support to around 500 voluntary community and social enterprise (VCSE) organisations a year across Norfolk with everything from funding advice and governance support, to engagement and needs identification.

We are the main organisation supporting the engagement of VCSE organisations in Norfolk. Through this we aim to build a positive dialogue between the VCSE sector and other key partners to collaboratively achieve the best possible outcomes for the people of Norfolk.

Fairness is an important part of our work. We want to ensure Norfolk is a fair place for all, whoever they are, wherever they live. In a county where 53% of the population live in rural areas, rurality remains an important focus of this.

We run a wide range of programmes and projects from housing advice through to supporting isolated older people. Most of our delivery is undertaken in partnership with other organisations.

Please see the Candidate Brief for more information.

The Role

The Finance and Admin Officer will be at the heart of CAN's busy office environment supporting our work with voluntary sector and other partners across the county.

The role is responsible for undertaking day to day finance tasks (including bookkeeping and payroll) as well as a broad range of administrative tasks. Its core duties will be in four key areas:

Office Support – Ensure the smooth running of our office by managing queries, reception and the switchboard. Liaising with partners to facilitate meetings and other activities, and with suppliers and contractors to ensure our office runs effectively. You will be our client's first point of contact.

Secretarial & Project Support – Providing secretarial support to CAN's internal meetings and external secretariat clients including minute taking and facilitation. Supporting Managers and the Development Team to administer our projects. You will take an active role in creating and maintaining documents and records including data, policy documents, project information, claims and reports.

Bookkeeping and Payments – Ensure our payments are made promptly and accurately, and handle our invoices, tracking and following up on income owed. You will enter data accurately onto our accounting systems and maintain financial records. You will provide information to our Accountants, Managers and other partners as required.

Payroll – to undertake activities required to run and maintain our payroll.



Secondary duties:

- To work as part of a small, busy team, with a flexible approach to the changing work demands placed upon the organisation and be prepared to manage the allocation of responsibilities amongst the team on a day to day basis, ensure the ability to provide cover for any absence within the team.
- To carry out all duties associated with the smooth running of reception including dealing with telephone calls, emails and visitors.
- Ensure that internal/external correspondence, documentation and communications received by the team are dealt with professionally and efficiently.
- Ensure stocks of all stationery, equipment and household items are maintained at an adequate level, reordering as required and appropriately stored.
- To design and produce information notices, signs, badges etc. as required.
- Ensure the photocopier is available and accessible to all staff and that monthly readings are supplied to the rental company. Act as the link to the engineer if problems arise.
- Typing letters, photocopying, filing, distribution of publicity material etc..
- All duties associated with organising post, including sorting and franking mail.
- Meeting room set-up and booking management
- Maintenance of CAN resources, policies and documents
- Administering grants where required.
- To assist in the provision of administrative support for some local and regional events.
- Research to support community development or management activities
- To act as a Marshall in the event of a fire.
- To provide admin support to outside organisations on a contractual basis as and when required e.g.: Housing Need Surveys, other voluntary and community organisations.
- Provide general administration/secretarial support as necessary to staff ensuring the smooth running of the organisation is maintained.
- Attend training, team building, conferences and meetings wherever appropriate
- Undertake such other reasonable tasks as the Chief Executive Officer may from time to time require.

Core Competencies for the Role

Community Action Norfolk has a competency approach to the skills and knowledge of our team. The core competencies we will be looking for in a successful candidate are outlined below. Specific knowledge related to the organisation and the voluntary sector is advantageous but not essential at the recruitment stage. We list the full competencies below but as with all competencies will provide support to meet any development needs.

Organisation

The ability to multitask and prioritise allocated work, clarifying requirements where necessary. Able to manage limited resources, especially time, effectively to deliver objectives. The ability to make effective and timely decisions within areas of authority.

ICT

All roles within the organisation must be able to effectively use information communications technology, specifically the ability to use emails, navigate and research on the web, with excellent use of Microsoft Office and specialist software as appropriate (CRM, website, social media, accountancy and payroll).



Communication

An effective frontline interface with the general public by phone, by letter and in person. Able to sell the organisations value, support our brand and enhance our reputation. Able to listen, remain open minded and absorb information effectively. Confident in different forms of communication including written, verbal, numeric and graphical. Proactive in the sharing of information internally and externally.

Ability to learn and adapt

All roles within the organisations require individual to learn and adapt rapidly. A strong commitment and positive attitude to life-long learning and professional development. The ability to adapt and thrive in a constantly changing environment. The ability to rapidly acquire, assimilate and making use of new skills and knowledge.

Knowledge of the organisation and its services

Knowledge of the organisation and services to understand the context and requirements of administrative tasks and signpost frontline enquiries effectively. Knowledge of relevant policies and strategies. Able to promote and sell the organisations products and services.

Knowledge of the context for communities

Basic understanding of the broad range of policies, services and support that impact the outcomes for Norfolk's communities across all sectors. Understanding of the nature, values and uniqueness of both the VCSE and Public sectors to understand the context and requirements of administrative tasks and signpost frontline enquiries effectively.

Knowledge of the **organisation's ethos and values**

Full knowledge of the organisations history, ethos, values and vision.

Relationships and Partnerships

All roles within the organisation need to be able to support positive relationships and partnerships. This includes:

- Developing and maintaining relationships that inspire trust and respect.
- Building networks and being able to influence others to make things happen.
- Understanding of the different contributions from other disciplines and work effectively with colleagues and partners to solve problems and achieve objectives.

Business Focus and Development

Clear understanding of key business issues and works effectively within their role to help solve organisational problems and achieve objectives. Proactive in looking for new more effective ways of working and opportunities for the organisation. Able to 'make it happen' turning plans into successfully implemented projects and initiatives. Performance focused, able to deliver at pace to the required quantity and quality within the time available. Commercially aware working effectively within their role to achieve commercial outcomes.

Administrative Team

- Flexible and adaptive to meet changing requirements.
- High attention to accuracy and detail.
- Knowledge and use of the organisations administrative systems and policies including financial.
- Good level of initiative that contributes to the work of CAN as a whole.

Own transport is essential as is the ability to work some evenings and weekends.



Management

The Finance and Admin Officer will be line-managed by the Operations Manager.

Terms of Appointment

This is a permanent appointment, 37.5 hours per week. The job will be based at our Dereham office

Holidays are 23 working days pro rata, per annum (increasing annually to a maximum of 28) plus 8 Bank Holidays. Contributory pension scheme.

Salary depending on experience

Applications

To apply please send us:

- A supporting statement of not more than 2 pages of A4 with a minimum of size 11 Ariel. The supporting statement should respond to the core competencies of the role and how you think you meet these.
- A comprehensive CV, please address any gaps in employment or education history

To recruitment@communityactionnorfolk.org.uk or email if you would like an informal conversation.

