



Helping where it matters most

Administration Assistant

£19460 (£24,000 FTE)

Part time, permanent (30 hours per week)

About us

Exeter Community Initiatives is a dynamic charity working in Exeter and across Devon. Exeter Community Initiatives works to ensure that people are supported at an early stage to reduce the risk of crisis, promote empowerment and allow people to thrive in happy, strong and diverse families and communities.

About the role

We require a conscientious and pro-active Administration Assistant to join our core Business Support Team. The role will be pivotal to the central support of our charity, assisting staff across the organisation with all aspects of business support and administration.

Responsibilities

- To act as a main point of contact for internal and external enquiries, whether by phone, email or in person, during core opening hours.
- To take shared responsibility for the office, including ensuring it is tidy, open during core hours, and that it is stocked with necessary supplies.
- To offer general administration support as required. Tasks may include (but are not limited to) supporting events, booking rooms, ordering goods, printing and scanning, and data inputting.
- To provide direct administrative support to our projects which may include planning and supporting events, preparing materials, answering queries and processing data.
- To provide support for HR and finance related administration including recruitment and training, maintaining records and systems, data inputting and banking.
- To support with events, marketing and communications and fundraising campaigns.
- Any other duties that arise.

Be aware of and follow ECI policies and procedures, with particular attention to ECI Code of Conduct.

🏠 148 -149 Fore Street, Exeter, EX4 3AN

☎ 01392 205800

✉ info@eci.org.uk

🌐 www.eci.org.uk



Registered Charity Number: 1026229
Registered Company Number: 2844870 (England)



Helping where it matters most

Candidate Requirements

Essential

- Excellent organisational skills and systematic ways of working
- Excellent inter-personal and communication skills with all types of stakeholder
- Understanding of confidentiality and maintaining appropriate boundaries
- Commitment to Equal Opportunities
- Ability to work flexibly as part of a team and on their own initiative
- A positive mindset and 'can do' attitude.

Desirable

- Experience of supporting marketing and publicity including social media
- Experience of Microsoft Office 365
- Experience of using design software (such as Canva)
- Experience of using a CRM system (such as Beacon or Lamplight)
- Experience of working in the voluntary sector
- A formal qualification or training in administration

Location, Commitments and Terms & Conditions

- Permanent, part time role (30 hours per week)
- Some evening and weekend work required
- Hybrid working locations (home/office blend)
- 26 days holiday plus bank holidays with 1 extra day for each full year of service, up to 31 days
- A Pension Scheme is available with a 5% contribution from the employer, provided it is matched by a minimum contribution of 3% from the employee
- Subject to a six month probationary period with an initial review after three months

🏠 148 -149 Fore Street, Exeter, EX4 3AN

☎ 01392 205800

✉ info@eci.org.uk

🌐 www.eci.org.uk



Registered Charity Number: 1026229
Registered Company Number: 2844870 (England)



Helping where it matters most

Competency Framework

Planning and Achieving Results (includes openness to change and continual improvement):

- Handles several complex tasks simultaneously, breaking down large pieces of work into smaller, simplified and more manageable parts.
- Initiates new ways of doing things and reassesses priorities in the light of change.
- Shares knowledge and expertise with team members to improve working practices.
- Learns lessons from successes and failures.

Problem Solving and Decision Making (includes decision making, using information and resources effectively and subject matter expertise):

- Uses initiative in generating creative solutions to problems, Identifies and evaluates a range of options and is a confident and appropriate decision taker.
- Effectively interprets a range of written and numerical data to identify trends and issues, and makes effective proposals for solutions/improvements.
- Proactively identifies and utilises internal and external contacts and/or sources of support and expert knowledge.
- Manipulates data to produce reports and KPIs.

People Skills (includes managing others, team working, communicating and E&D):

- May have supervisory and leadership responsibilities and if so, supervise, lead, develop and motivate the staff team and volunteers in providing an effective service based around trust and a positive attitude to performance and customer needs.
- Effectively conveys important information using appropriate language in writing and verbally.
- Understands and implements effective forms of communication and has advanced listening skills, including awareness of body language.
- Challenges inappropriate behaviour.
- Sensitive to specific needs or cultural norms of different groups/individuals and can adapt approach or service accordingly.
- Can present opposing views in a diplomatic and calm manner.

Customer Focus:

- Proactive in building rapport with wide range of stakeholders and empathises with customers with diverse needs.
- Tailors service to meet individuals' needs as appropriate.

🏠 148 -149 Fore Street, Exeter, EX4 3AN

☎ 01392 205800

✉ info@eci.org.uk

🌐 www.eci.org.uk



Registered Charity Number: 1026229
Registered Company Number: 2844870 (England)