



It Takes A City (Cambridge)

Job Description – Administrator

Job Description – Administrator

Job Title: Administrator

Hours: Full-time, or part-time with a minimum of 32 hours per week.

Salary: £29,000 per annum (pro rata; £23,200 for 32 hours per week)

Reporting to: Chief Executive Officer (CEO)

Location: Cambridge, UK – primarily working from home, with weekly in-person meetings in central Cambridge

About It Takes a City

It Takes a City (ITAC) is a Cambridge-based homelessness charity working to support people experiencing homelessness and to bring together organisations, businesses, volunteers and the wider community to create lasting change.

About the Role

The Administrator is a varied, rewarding and important role providing high-quality administrative support to the CEO, the Charter Programme Manager and the wider ITAC team.

The role will have a broad range of responsibilities across **fundraising, governance, HR, communications, volunteer management and project administration**. It will suit someone who is highly organised, proactive and enjoys working across a variety of tasks and projects.

The post holder will be expected to work independently, manage competing priorities and use their initiative, while also working closely with colleagues, volunteers, trustees and external partners.

The role will develop over time in response to the needs of the charity and the skills, experience and interests of the post holder.

Key Responsibilities

1. General Administration

- Provide effective administrative support to the CEO and wider staff team.
- Schedule and coordinate staff meetings, Trustee meetings and other meetings and events.
- Prepare meeting agendas, papers, presentations and supporting documentation.
- Take minutes and maintain accurate records where required.



It Takes A City (Cambridge)

Job Description – Administrator

- Monitor and manage multiple organisational inboxes, ensuring correspondence is appropriately actioned or directed.
- Provide administrative support for regular operational activities, including health and safety, utilities, council tax and other organisational requirements.
- Support the planning and administration of events, including business events, volunteer training and community activities.
- Create and maintain effective electronic filing and administrative systems.
- Provide general administrative support across the organisation as required.

2. Governance

- Provide administrative support to the Board of Trustees and its subgroups.
- Coordinate arrangements for Board and subgroup meetings, including agendas, papers, minutes and action logs.
- Maintain a schedule to ensure organisational policies are reviewed and updated within agreed timescales.
- Maintain appropriate governance and compliance registers, including complaints, health and safety and GDPR-related records.
- Support the CEO and Trustees with governance-related administration and reporting.
- Ensure governance records are accurate, up to date and appropriately filed.

3. Fundraising

- Manage and maintain the charity's Donorfy CRM system and associated administrative processes.
- Monitor donations and ensure appropriate acknowledgements and thank-you communications are completed promptly.
- Manage the donor communication journey and maintain accurate donor records.
- Maintain and monitor fundraising pipelines covering individual donors, corporate partnerships and trust and foundation funding.
- Monitor key fundraising deadlines and ensure relevant staff are alerted to applications, reports, renewals and donor communications.
- Liaise with trusts, foundations, donors, corporate partners and, where appropriate, contracted fundraisers.
- Support the preparation, proofreading and submission of funding applications and project reports.
- Support fundraising events, either directly or by coordinating volunteers.
- Assist with the planning, organisation and coordination of fundraising and partnership events.
- Produce and maintain fundraising and partnership materials as required.

4. HR Administration



It Takes A City (Cambridge)

Job Description – Administrator

- Provide administrative support throughout the recruitment process, including scheduling interviews and maintaining recruitment documentation.
- Support the administration of employee induction and training.
- Maintain accurate HR records and filing systems.
- Support the administration and management of annual leave systems.
- Provide general HR administration to the CEO and wider team as required.

5. Support for The Haven – a project providing a safe space for women

- Provide administrative support for The Haven, including preparation for monthly meetings.
- Coordinate the ordering and stocking of supplies and groceries.
- Prepare and print materials as required.
- Support volunteer administration and communication.
- Assist with communications relating to The Haven.
- Undertake data entry and support the preparation of reports and other information relating to The Haven.

6. Communications & Media

- Support the development and delivery of ITAC's communications activity and campaigns.
- Take photographs and videos to document and promote the work of ITAC, where appropriate.
- Create engaging content for social media and other communication channels.
- Work with the Communications Manager to plan and coordinate communications activity.
- Support the use and development of Mailchimp, including mailing lists and communications.
- Design fundraising, partnership and promotional materials using Canva.
- Support the development of consistent and engaging communications across ITAC's platforms.

7. Support for the Charter Project

A proportion of the role will be dedicated to supporting the Charter Programme Manager and the delivery of the Charter Project.

Responsibilities will include:

- Working closely with the Charter Programme Manager to provide administrative and project support.
- Supporting Charter-related fundraising, reporting and project administration.
- Coordinating meetings and maintaining records and action points.



It Takes A City (Cambridge)

Job Description – Administrator

- Supporting Charter communications, including Mailchimp, newsletters, content creation, editing and proofreading.
- Maintaining and updating the Charter website.
- Supporting social media management and content.
- Liaising with external communications consultants, web designers and other suppliers as required.
- Providing general administrative support to ensure the effective delivery of the Charter Project.

8. Projects, Training & Other Duties

The role will include time for specific projects, training, professional development and additional organisational priorities.

The post holder may, from time to time, be required to undertake other duties or projects that are reasonably within the scope of the role. Any significant changes will be discussed and agreed with the post holder and will take account of their skills, experience and capacity, as well as the needs of It Takes a City.

Person Specification

Essential

- Previous experience in an administrative role, ideally providing direct support to senior management.
- Excellent written and verbal communication skills.
- Highly organised, with strong time-management and prioritisation skills.
- Ability to coordinate multiple tasks and projects simultaneously and meet deadlines.
- Excellent attention to detail and accuracy.
- Proficiency in Microsoft Office and Microsoft 365 applications.
- Confidence in learning and using new software and digital systems.
- Experience of maintaining accurate records and information systems.
- Experience of handling confidential and sensitive information appropriately.
- Ability to work independently and use initiative.
- A flexible and adaptable approach to work.
- Ability to work effectively as part of a small team and build positive relationships with colleagues, volunteers, trustees and external partners.
- Experience of using a CRM system, ideally Donorfy.
- Experience of managing or updating a website/CMS, ideally WordPress.



It Takes A City (Cambridge)

Job Description – Administrator

Desirable

- Experience working within a charity or other third-sector organisation.
- Experience of Microsoft 365 systems, including SharePoint and Outlook.
- Experience of developing and maintaining administrative processes and filing systems.
- Experience of fundraising administration and/or donor management.
- Experience of Mailchimp or similar email marketing platforms.
- Experience of Canva or similar design software.
- Experience of photography and/or videography.
- Experience of managing multiple inboxes.
- Experience of supporting governance, Board or committee administration.
- Experience of supporting events or volunteer programmes.

Personal Attributes

We are looking for someone who:

- Is organised, reliable and proactive.
- Takes pride in producing accurate, high-quality work.
- Is comfortable working independently and managing their own workload.
- Is willing to learn and take on new challenges.
- Has a positive, can-do approach.
- Is able to work sensitively and respectfully with people from a wide range of backgrounds.
- Understands the importance of confidentiality and professional boundaries.
- Is passionate about making a positive contribution to the work of It Takes a City and its mission to tackle homelessness in Cambridge.

Please note: This job description is intended to provide an overview of the role and is not an exhaustive list of duties. The responsibilities of the post may develop and change in response to the needs of It Takes a City.