



JOB DESCRIPTION - ADMINISTRATOR

Reporting to:	Chief Executive Officer (CEO)
Contractual Hours:	Full-time, part-time or job share with a minimum of 32 hours per week
Working Pattern:	To be agreed, based on the contractual hours
Salary:	£29,000 per annum (pro rata; £23,200 for 32 hours per week)
Contract Type:	Permanent
Location:	Cambridge – primarily home-based, with weekly in-person working 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 help create lasting change. We bring together organisations, businesses, volunteers and the wider community to develop practical responses to homelessness across Cambridge. We are a small, committed team and work collaboratively with a wide range of partners and volunteers. Every role makes an important contribution to the work of the charity and the difference we can make within our local community. ITAC also hosts the Cambridge Homelessness Charter, which is a multi-stakeholder initiative, developing a co-produced, innovative, systems change programme with the aim of making homelessness in all its forms rare; brief; and non-recurring.

ROLE OVERVIEW

The Administrator role provides effective administrative support to the CEO, Charter Programme Manager and wider ITAC team, helping to support the smooth and effective running of the charity. The role covers a broad range of activities including general administration, governance, fundraising, communications, volunteer support and project administration. The post holder will be expected to manage a varied workload, work independently, use their initiative and build effective working relationships with colleagues, volunteers, trustees and external partners. The role may develop over time in response to the needs of the charity and the skills and experience of the post holder. Considering the scope of the role, we consider this may be suitable for a job share.

KEY RESPONSIBILITIES

Administration and Governance

- Provide effective day-to-day administrative support to the CEO, Charter Programme Manager and wider team.
- Coordinate meetings, including staff and Trustee meetings, and prepare agendas, papers, presentations, minutes and action logs where required.
- Monitor and manage organisational inboxes, ensuring correspondence is appropriately actioned or directed.
- Create and maintain accurate electronic filing, administrative and record-keeping systems.
- Maintain schedules and registers to support policy reviews, governance and compliance requirements.
- Provide administrative support for day-to-day operational activities and organisational requirements.
- Provide administrative support for events, volunteer training, community activities and other organisational priorities.

Volunteer and Project Administration

- Support volunteer administration and communications.
- Provide administrative support for The Haven, including meeting preparation, supplies, materials, data entry and reporting.
- Work closely with the Charter Programme Manager to provide administrative and project support, including meetings/events, records, reporting, communications and maintaining the Charter website.
- Liaise with external partners, suppliers and consultants as required.
- Provide general administrative support across the charity and contribute to projects and other priorities within the scope of the role.

Fundraising and Communications

- Maintain the charity's Donorfy CRM system and accurate donor and fundraising records.
- Support donor communications, acknowledgements and the administration of fundraising activity and deadlines.
- Maintain and monitor fundraising pipelines and key deadlines, ensuring relevant colleagues are alerted to applications, reports, renewals and donor communications.
- Support the preparation, proofreading and submission of funding applications, project reports and fundraising materials.
- Assist with fundraising, partnership and community events, including coordinating volunteers where required.
- Liaise with donors, funders, corporate partners and other external contacts as required.
- Support communications activity, including Mailchimp, newsletters, social media and other digital channels.
- Create and update engaging materials using Canva and support website updates using the charity's content management system.
- Take photographs and videos to support the charity's communications, where appropriate.

STANDARDS AND RESPONSIBILITIES

- Carry out work accurately, with good attention to detail and within agreed timescales.
- Organise and prioritise your workload effectively, responding appropriately when priorities change.
- Handle confidential, personal and sensitive information with appropriate care and discretion.
- Work positively and collaboratively with colleagues while taking responsibility for your own workload.
- Use charity systems and processes accurately and consistently and raise any issues or queries promptly.
- Follow charity policies, procedures and reasonable management instructions relevant to the role.
- Take reasonable care for your own health and safety and that of others who may be affected by your work and report any concerns promptly.

GENERAL

This job description outlines the core responsibilities of the role and is not intended to be an exhaustive list. You may be required to undertake other reasonable duties or projects appropriate to the role to support the needs of the charity. The job description may be reviewed and amended from time to time to reflect changes to the role and the evolving needs of It Takes a City. Any significant changes will be discussed with you and will take account of your skills, experience and capacity.

PERSON SPECIFICATION

SKILLS AND EXPERIENCE

Criteria	Essential	Desirable
Previous experience in an administrative or office support role	✓	
Good written and verbal communication skills	✓	
Confident using Microsoft 365 applications, including Outlook, Word and Excel	✓	
Good organisational skills, with the ability to prioritise a varied workload and meet deadlines	✓	
Good attention to detail and ability to maintain accurate records	✓	
Ability to handle confidential and sensitive information appropriately	✓	
Ability to work independently and use initiative	✓	
Experience of using a CRM system		✓
Experience of updating a website/content management system		✓
Experience of fundraising, governance, events or volunteer administration		✓
Experience of Mailchimp, Canva or similar digital platforms		✓
Previous experience within a charity or third-sector organisation		✓

PERSONAL ATTRIBUTES

Criteria	Essential	Desirable
Organised, reliable and proactive	✓	
Positive and adaptable	✓	
Friendly and approachable, with good interpersonal skills	✓	
Able to build positive working relationships with colleagues, volunteers, trustees and external partners	✓	
Discreet and trustworthy when handling confidential or sensitive information	✓	
Sensitive and respectful when working with people from a wide range of backgrounds and committed to the values and aims of ITAC	✓	