



Finance and Administration Assistant

Hours of work: 25 to 28 hours per week

Reporting to: Head of Operations and Finance

Hybrid Working: Min.2 dpw in central Bristol office

Purpose:

The purpose of this role is:

- to support the organisation with financial administration
- to administratively support the fundraising and programme team members to achieve targets and build relationships
- to administratively support the charity office function and social enterprise activity
- to direct any incoming queries to appropriate team members, or provide answers.

You will be proactive, organised, and a great communicator with strong attention to detail. You will be interested in supporting team members and be process driven. You will possess a self-motivated, tenacious, and can-do attitude.

It is essential you have a passion for our cause and a desire to develop an understanding of all aspects of our work.

Key responsibilities and duties

Financial:

- Share weekly income with the team and support fundraising team in allocating income in Quickbooks online and on Donorfy systems
- Create donation receipts and share with fundraising team and/or donors
- Manage remittance receipts for payments made to international partners
- Weekly bank reconciliations
- Support in setting up payments on banks
- Process invoices and follow up with customers, suppliers and partners as needed
- Weekly reconciliation of income and expenditure across all external platforms for both organisations
- Manage the quarterly gift aid claim
- Processing staff expense claims
- Support in improving systems and processes

Administrational:

General -

- Be responsible for the smooth running of the charity office, dealing with enquiries by telephone, email and post, and maintaining filing systems (both electronic and hard copy).
- Be responsible for the handling and processing of post.
- Maintain office supplies and orders.



- Filter telephone calls before passing them to the necessary person. Take and relay accurate and timely messages and answer questions where possible.
- Maintain a comprehensive paper and electronic filing system.
- Deal with visitors to the organisation in an appropriate and personable manner.
- Database support, including data entry and running queries
- Assist with keeping the Donorfy database and other relevant records up to date, including forwarding any data protection queries to the relevant team member.
- Support the fundraising team to manage event registration and delivery, attending occasional evening and weekend fundraising events as required.
- Support the marketing team as required with specific supporter communications by telephone and email.
- Manage charity equipment and assets by recording use and ensuring everything is maintained and in working order.
- Make any necessary travel arrangements for the charity team as required.
- Drafting of documents, email or phone communication, filing, printing and photocopying as required by the team.
- Arrange meetings, book meeting rooms, prepare agendas, draft minutes and coordinate events when required
- Formatting organisation policies in line with brand guidelines.
- Contribute to key organisational priorities and other tasks as required
- Support in improving systems and processes

CIC -

- Manage stock and stock control systems for products and ensure numbers are kept updated across all platforms.
- Be responsible for administering stock replacement/ordering in accordance with supplier lead times.
- Manage orders via the website, ensuring they are packaged and posted in a timely manner.
- Manage stock for festivals and ensure orders are placed in a timely manner (KK bottles, plastic bottles, aluminium bottles, wristbands etc).
- Support the Festival and Event Refill team in preparing for events, including loading and unloading of vehicles, moving stock and helping to keep storage areas organised (requires physical activity)
- Book transport for kiosks and manage logistics.
- Arrange annual PAT testing & servicing of refill equipment
