

Administrator - Job Description

Job Title: Frontline Administrator

Reports to: Finance & Office Manager

Location: Horsham

Hours: 25 hours a week (Monday – Friday 11am – 4pm)

Salary: £26,288 FTE, (£17,525 pro-rata)

Job Purpose

As the first point of contact for Horsham Matters, the Frontline Administrator provides a friendly, professional, and efficient welcome to clients, customers, donors and partners. Working as part of a small, busy team, this role delivers high-quality administrative and customer service support to ensure the smooth day-to-day operation of the Charity's services.

Key Responsibilities

Client and Partner Support

- Provide a warm, professional welcome to clients, customers, donors and partners, whether face-to-face, by telephone, or through digital communication channels.
- Support clients sensitively and confidentially, including the issuing of foodbank and fuel vouchers where required.
- Coordinate with the Logistics Team to arrange timely delivery and collection of donations and essential household items.
- Liaise with clients and partners to facilitate service delivery, including fulfilling contract obligations and arranging necessary items.

Administrative Duties

- Maintain accurate client and organisational records, ensuring timely data entry on databases and spreadsheets.
- Provide administrative support for the Charity's Gift Aid processes.
- Process and load payments onto the banking portal in accordance with financial procedures.
- Assist the CEO and Management Team with administrative tasks as required.
- Support the Online Sales with administrative tasks when needed.
- Order items and supplies as requested by the Management Team.

Volunteer and Team Support

- Liaise with and support office-based volunteers, delegating tasks appropriately and ensuring they feel confident and supported in their roles.
- Work collaboratively with colleagues across teams to ensure the smooth running of services.

Experience and Qualifications

Essential:

- Previous administrative experience.
- Reception or customer-facing experience.
- Competent in the use of IT systems and Microsoft Office applications.

Desirable:

- Previous experience working or volunteering within the charitable or not-for-profit sector.
- Data entry experience.

Key Skills

- Strong communication skills, with the ability to engage sensitively and effectively with people from a range of backgrounds.
- Excellent organisational and time management skills, with the ability to prioritise workload.
- Ability to work effectively both independently and as part of a team.
- Capacity to remain calm and professional under pressure.

Personal Attributes

- Commitment to the aims and values of Horsham Matters.
- Empathetic and understanding attitude towards individuals experiencing hardship.
- Self-motivated, proactive, and reliable.
- Enjoys working collaboratively with others and values equality, diversity, and inclusion.
- Resilient and willing to persevere in challenging circumstances.

About Horsham Matters

Horsham matters has for the past 20 years been helping local people through crisis with food, guidance and compassionate support, so no one in Horsham District faces hardship alone. Horsham Matters is a charity that aims to demonstrate love of our neighbour by relieving hardship through the provision of essential services to make a positive, long-lasting impact on people's lives.

Email your CV to: lisa.butterworth@horsham-matters.org.uk