



## **Support Administrator**

**Reports to:** Payments & Administration Manager

**Salary:** £22,000 plus generous benefits

**Location:** Freemasons' Hall, 60 Great Queen Street, London WC2B 5AZ

The Trust has a staff of around 35. About half are concerned with raising funds and with the administration of finance and property. The other half, the Petitions Department, includes the Case Adviser team and a Welfare team who spend the majority of their working week visiting families in their homes. The Payments and Administration team provides administrative support to the rest of the department in servicing the needs of our beneficiaries and is responsible for all of its records (electronic and paper) and case-progress logs.

The Case Advisers manage their caseloads and enter grant payments on to our Access database. The Payments and Administration team provides an audit and processing function, checking there is authority to pay, making sure our rules for support are followed, and then ensuring payments go to the correct recipients at the right time. All payment letters are the responsibility of the team as well as other mail merges throughout the year as required.

The Payments and Administration team is also responsible for the maintenance and development of the department's databases, working with the Case Adviser team to ensure that the data is as accurate as possible at all times and producing statistics as required. The team is also ensures that the database is constantly updated to meet our changing needs.

New enquiries for assistance from the Trust are logged throughout the application process to ensure they are prioritised appropriately. The Payments and Administration team is responsible for opening initial files, initial data entry, and then maintaining the logs.

### **Principal responsibilities:**

- To maintain the various Petitions databases and to contribute to their development
- To assist with processing payment runs
- To create physical files and enter initial application data on the Petitions database
- To maintain accurate logs of the Trusts enquiries, petitions and welfare visits
- To assist with organising, mail merging and printing for major post-outs

- Responsible for maintaining physical archived files and Petitions Committee agendas
- To assist with producing and presenting statistical information as required
- To assist with ad hoc admin duties for the department as required

**Person Specification:**

- High level of computer literacy, particularly Microsoft Office applications
- Experience of using database applications, particularly Microsoft Access
- A keen eye for detail and the ability to work accurately and independently
- A flexible, team-working approach and a willingness to help with all aspects of running an effective office
- Good communication skills
- Ability to prioritise and meet deadlines

**Qualifications:**

- Educated to at least A-level standard in a numerate subject, or equivalent work experience
- Qualifications in IT would be an advantage

To apply, please send your CV together with a covering letter saying why you would like the post, what qualities you have that make you a good candidate for it and what you will add to the Trust, to Su Nicholson, Office Manager, Freemasons' Hall, 60 Great Queen Street, London WC2B 5AZ or email [snicholson@rmtgb.org](mailto:snicholson@rmtgb.org)

**Closing date:** 13 August 2010

**Terms and Conditions:**

**Post:** Support Administrator

**Location:** Freemasons' Hall, 60 Great Queen Street, London WC2B 5AZ

**Contract:** Permanent after successful completion of a six-month probationary period

**Salary:** £22,000 p.a.

**Hours:** 34 hours Monday to Friday (9am – 5pm Monday to Thursday and 9am – 4pm Friday)

**Holidays:** The leave year runs from 1 January to 31 December. Entitlement is 28 days per year, of which three days must be used between Christmas and New Year (rising incrementally to 33), in addition to public holidays

**Pension:** Contributory pension scheme (3.5% employee, 9% employer)

**Season Ticket loan/Health and/or Dental insurance:** These are available on successful completion of the probationary period.