

Job Title	Almshouse Administrator
Reporting to	Almshouse Clerk
Purpose	To carry out administrative tasks and to support the almshouse team
Hours	Monday to Friday 9am to 5pm (plus very occasional evening hours)
Salary	Up to £24,000 per annum dependent upon qualifications and experience
Location	Tetbury office and home-working

Job Description (This job description is non-contractual)

The Trust Partnership is employed by almshouse charities (Clients) to provide almshouse management services.

Role and Responsibilities of the Almshouse Administrator

1. To work closely with colleagues, professionals and third parties to ensure efficient and effective delivery of the almshouse management services
2. To liaise with trustees, professionals and third parties as necessary
3. To maintain accurate and up to date records on more than one database
4. To assist with ensuring the governance requirements for clients are met
5. To update websites and databases for client charities
6. To hold a record of important dates and deadlines and to oversee that they are met
7. To assist with resident contact and consultation including drafting and sending newsletters
8. To assist with event planning where necessary
9. To ensure invoices are processed for payment
10. To implement policies and procedures, as relevant, and to be particularly mindful of best practice for safeguarding, data protection and health and safety compliance.
11. To prepare the first draft of a meeting agenda, collate the papers, set up online invitations, distribute the meeting papers and assist post-meeting with matters arising and chasing actions
12. To assist with regulatory submissions
13. To assist with resident correspondence including licences
14. To maintain the almshouse applicant eligibility list and assist with advertising vacant almshouses
15. To liaise with almshouse applicants and to arrange interviews
16. To assist with resident survey paperwork and analysis

Additional Duties

17. To assist in managing The Trust Partnership's property database as and when required
18. To fulfil such other duties as may reasonably be required by the Trustees or other officers of The Trust Partnership
19. To represent The Trust Partnership to the required standard in person and through all communications
20. To work in a confidential manner

Person Specification

Essential

21. Knowledge of working within an almshouse environment
22. Experience of working in the charitable sector or in a local authority/public body
23. Excellent IT skills including use of Word, Excel and databases
24. Excellent organisational skills, accuracy and attention to detail
25. Excellent communication skills, both written and oral, including the ability to get on with people from a broad range of backgrounds.
26. To be able to communicate in a respectful, helpful, polite and efficient manner
27. Personable and with a proven positive, willing, professional and flexible outlook.
28. Integrity, patience, respectfulness and a kind disposition
29. Ability to work within a small team
30. Ability to work as a lone worker
31. Ability to manage and prioritise workload
32. Proven ability to respect confidentiality

Desirable

33. Commitment to the almshouse movement and philanthropy sector
34. Knowledge of GDPR especially privacy notices
35. Experience in customer services.