

Centre Administrator Job Description

Purpose of the post:

The centre administration staff are responsible for providing an efficient and friendly customer care service to visitors and callers in our busy reception areas, completing administration tasks quickly and effectively to assist with the homing of the pets in our care. To promote NAWT homing and support services, including homed direct and short-term fostering. To continually provide excellent customer service to optimise animal and customer journeys

Duties and Responsibilities:

Administration

- Being first point of contact for our customers visiting the Centre, informing them of our procedures and being helpful at all times.
- Ensuring that all incoming communication from the public is answered promptly and effectively.
- Liaising with all internal and external colleagues to ensure the smooth and efficient running of the centre.
- Ensure all boarding operations are carried out efficiently and accurately (where applicable).
- Facilitating the rehoming and intake process by completing documentation, facilitating homing journey appointments, and providing accurate information to all customers during the homing and relinquishment process.
- Updating electronic records with animals and adopters' details, booking appointments and microchip database management
- Ensuring that the reception area remains clean, tidy and well presented at all times.
- To be responsible for end of day cashing up and keeping accurate financial records relating to income and petty cash.
- To assist with issuing and accurate recording of financial procedures.
- To ensure that all areas are Health & Safety compliant with no risk to visitors (in accordance with instruction and guidance from the Centre Manager).
- Assisting with online presence by updating websites and social media.
- Accurate and timely processing of on-site retail sales.
- Assisting with fundraising activities, events, school tours and visits when requested.

Other Duties

- To attend any Team and other internal meetings as requested.
- To continually maintain professional and collaborative working relationships with all colleagues.
- To work alongside existing centre volunteers and assist with new volunteer inductions.
- To attend relevant training and personal development opportunities in order to fulfil the requirements of the post.

- To adhere to all NAWT policies and procedures and assist the organisation in developing, implementing and monitoring them, including Equal Opportunities and Health & Safety policies.
- To carry out any other duties relevant to the post as directed by the Senior Management team or Board of Trustees.

PERSON SPECIFICATION		
Experience / Skills	Desirable	Essential
Experience of dealing with the general public/volunteers and their enquiries		Yes
Experience of general administration tasks and event organisation		Yes
Excellent communication, customer care and interpersonal skills		Yes
Demonstrable organisational and IT skills to include Microsoft Words, Outlook and Excel		Yes
The ability to be flexible and work as part of a team		Yes
Experience of working with animals is desirable, but not essential, although an empathy with the aims of NAWT is essential.	Yes	
Full, clean driving licence	Yes	

THE PERSON
The successful candidate will be hard working and reliable, possessing a love of animals and an empathy with people. They will be good humoured and enjoy working in a close-knit team. The centre is extremely busy at times, so the administrator will always maintain a polite and patient approach to telephone and personal callers. The administrator will be a representative of the National Animal Welfare Trust and therefore the image presented is important. A uniform is provided and must be worn during working hours.

THIS JOB DESCRIPTION IS NOT EXHAUSTIVE