



Helping where it matters most

## Lead Administrator – Communities

£23,023 – £23,953 (NJC Scale Point 13 -15)  
Full time, permanent (37 hours per week)

### About us

Exeter Community Initiatives is a dynamic charity working in Exeter and across Devon. We help people facing poverty, inequality and homelessness to get their lives back on track. We do this by involving them in community projects to improve their mental, emotional and physical wellbeing, increase their sense of belonging and provide skills to help them succeed in life.

### About the role

We are looking for a conscientious and pro-active Lead Administrator to act as the main point of contact for our Exeter Connect project; a city-wide voluntary & community sector support service.

This is an exciting, varied and responsible role, in which the right candidate will offer high quality business support to the Exeter Connect team and management.

### Responsibilities

- Act as the lead administrative point of contact for all VCS project work, associated staff and volunteers
- Lead on the development and implementation of administrative processes to ensure the efficiency and quality of the service delivered by the team
- Maintain up to date databases and performance logs
- Prepare reports on behalf of ECI community projects and partner organisations
- Administrate marketing, PR and communications including producing marketing materials, preparing and sending regular communication and website maintenance
- Organise and support training and other events
- Any other duties that arise as the service develops

Be aware of and follow ECI policies and procedures, with particular attention to standards of customer service, health and safety, and equality and diversity.



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Helping where it matters most

## Candidate Requirements

### Essential

- Excellent organisational skills and systematic ways of working
- Excellent inter-personal and communication skills with all types of stakeholder
- Experience of supporting marketing and publicity including social media
- Experience of Microsoft Office 365
- Experience of organising training/events from an administrative perspective
- Understanding of monitoring and evaluation systems
- Understanding of confidentiality and maintaining appropriate boundaries
- Commitment to Equal Opportunities
- Ability to work flexibly as part of a team and on their own initiative

### Desirable

- Experience of using design software (such as Canva)
- Experience of using a CRM system (such as Lamplight)
- Experience working in the voluntary sector
- A formal qualification or training in administration

### Location, Commitments and Terms & Conditions

- Remote working a possibility although in-person attendance will be required at times
- Permanent, full time role (37 hours per week)
- Some evening and weekend work required
- Enhanced DBS required
- Hybrid working locations (home/office blend)
- 25 days holiday plus bank holidays with 1 extra day for each full year of service, up to 30 days
- A Pension Scheme is available with a 5% contribution from the employer, provided it is matched by a minimum contribution of 3% from the employee
- Subject to a six month probationary period with an initial review after three months

We welcome applications from people with disabilities, Black, Asian or Minority Ethnic (BAME) backgrounds, LGBTQIA+ and from different socio-economic and educational backgrounds, as these are currently under-represented at ECI.

ECI are committed to safeguarding and this post requires an enhanced disclosure.

ECI is a MINDFUL EMPLOYER and positive about mental health.



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