Job Title: Administrator

Reports to: Director

Contract: Permanent

Hours: 16 hours a week (proposed work pattern 4 hours x 4 days a week but not fixed, it’s flexible and open to discussion)

Salary: £10,000 per annum (full time equivalent £25,000).

**About Us**

Kentish Town City Farm is a local charity that helps city people connect with animals, nature and the environment. We have a rich history dating back to 1972, when we became the first city farm established in the UK. Since the beginning, our ethos has been grounded in inclusiveness and participation of the local community, which remains at the heart of our values today.

**Job Overview**

We are undergoing operational transformation, with the aim of modernising our booking systems and improving our data collection mechanisms. We are creating a robust evidence base that will inform service development and impact measurement. This is an exciting time for the farm. We are looking for someone who shares this enthusiasm and is able to provide administrative support as we implement new processes, as well as attend to the day to day administrative tasks and be the glue that holds these transformations together.

The Administrator should be comfortable with IT systems including web-based platforms and be confident in implementing new processes. The post holder will bring practical skills and hands on experience meaning they can get stuck in and their impact is felt straight away.

**Role and Responsibilities**

To provide comprehensive administration to the operation, supporting the team to simplify systems and ensure effective record keeping.

* Work with the Director to centralise administrative processes, joining the dots between the activities on the ground and the systems to record and report on these.
* Support the team to ensure information is accurate and accessible, uploading information to online platforms and keeping accurate records.
* Provide administrative support to KTCF’s ongoing programmes and events such as organising school visits and birthday parties
* Play a key role in supporting and maintaining the database
* Play a key role in ensuring the smooth running of the organisation and KTCF’s diverse range of projects and services
* Support the operations team in system changeover with data cleansing, migration and analytics
* Keep central systems (e.g., website, calendar of events etc) up to date
* Carry out general administration tasks and respond to queries over email and telephone
* Manage visitor bookings and supporting the shift to a new system
* Support the operations team in moving content to a new website
* Ensure quality control of our visitor data kept in Time to Spare
* Support the staff team to be confident using IT systems
* Other duties as required

**Person Specification**

* Clear, effective communicator, experienced at supporting a diverse team including organising and minuting meetings and creating action plans, inventories etc.
* Good working knowledge of IT systems, including word and excel. Able to oversee the customer booking system, regularly updating the website (WordPress), shared calendar (Office 365) and Newsletter/ mail outs (Mailchimp). Experience of Time to Spare or other data management system an advantage.
* Proactive, solution driven, able to work under own initiative and deliver tasks to a high standard.
* Interest in learning new skills and systems, motivated to find new ways of working.
* A team player able to actively engage colleagues in administrative processes and deliver policies that support healthy team dynamics