

### **Role Description - Administrator**

<b>Responsible to:</b>	Finance and Admin Lead
<b>Hours:</b>	37.5 hours per week
<b>Salary</b>	Real Living Wage – currently £13.45ph (£26,227 FTE)
<b>Contract:</b>	Fixed-term until 30 April 2031
<b>Based at:</b>	Office Based (Chatham Kent – 5 min walk from train station)

### **Objectives: Role Purpose**

- To provide high-quality administrative support to the Challenging Behaviour Foundation (CBF) team, helping to ensure the smooth and efficient running of the organisation.
- The postholder will also provide dedicated administrative support to a new five-year “Making it Matter” project, contributing to effective project delivery and reporting.

### **Key responsibilities include:**

#### **General administration and office support**

- Provide day-to-day administrative support to the CBF team.
- Act as the first point of contact for general enquiries, including:
  - Managing the [info@thecbf.org.uk](mailto:info@thecbf.org.uk) inbox
  - Answering and triaging general phone calls
  - Responding to enquiries promptly or signposting to the appropriate team member
- Manage and organise schedules, appointments, and meetings for the Chief Executive Officer, including
  - Weekly diary meetings
  - Organising meetings using outlook/Teams/zoom
  - Booking rooms for in person meetings
  - Email contact with internal and external colleagues, including senior stakeholders
- Order office supplies and stationery as required.
- Book travel and accommodation for CBF staff and family carers, in line with organisational procedures.
- Support the organisation of events, meetings and mailings, including:
  - Booking venues, travel and accommodation
  - Supporting payments such as e-gift cards where required
  - Managing invitation lists

- Log resource requests and update new information on CBF databases.
- Maintain database records, including newsletter subscriptions and returns.

### **Team and service support**

- Provide cover for the Team Administrator role as required, including support for workshops.
- Assist with administrative tasks related to fundraising including supporting the CBF 100 Club
- Provide phone cover for Workshops and Family Support services as required.

### **Governance support**

- Support the management and coordination of CBF policy reviews, ensuring records are up to date.
- Assist the Finance and Administration Lead with preparing papers for Trustee meetings.
- Support the production of quarterly Trustee reports, including:
  - Coordinating input from staff
  - Formatting, proofreading and ensuring consistency
  - Developing a PowerPoint presentation for the CEO

### **Additional duties**

- Provide administrative support to the “Making it Matter” project, as required.
- Undertake other reasonable administrative duties in line with the role and the needs of the organisation.