

<b>Job Title:</b>	<b>Administration Manager</b>
Reports to:	Executive Director
Location:	Home based, with monthly travel to meetings in south east England/London
Hours:	20 hours per week (flexible arrangements possible)
Responsible for:	Managing own activity
Salary:	£16,000 per year, equivalent to £30,000 pro rata.
Pension:	NEST retirement Plan with 4% employee and 4% employer contribution.
Holiday:	25 days (pro-rata) annual leave plus 8 bank holidays and the working days that fall between Christmas and New Year
Equipment provided:	Apple Macbook, monitor, keyboard and mouse
Notice period:	One month

## **The role of Administration Manager**

The Administration Manager reports to the Executive Director and is responsible for the finance operations of the Charity and the day to day management of the Charity's ecommerce trading. The Administration Manager will also have responsibility for administering the patient participation database, and assist the Executive Director and the Founder in organising events and other administrative duties.

## **Responsibilities**

The Administration Manager is specifically responsible for:

### **Finance operations**

Managing the purchase ledger, ensuring records are kept accurately and payments are made in a timely manner.

Manage the sales ledger and automated receipts, eg online sales and donations.

Manage the bank and online payment accounts.

Liaise with payroll providers, and process monthly payroll, PAYE and pension contribution schedules.

Support the preparation and processing of UK and EU VAT returns.

Support the Executive Director to produce the annual report and accounts.

Maintain appropriate business insurance.

### **Online sales and product management**

Answer customer queries, arranging replacements and refunds.

Process sales of third party suppliers and liaise over customer queries.

Maintain stock records.

Monitor stock levels and place orders for materials from suppliers.

Regular liaison with the fulfilment house to ensure smooth delivery operations.

Provide regular and ad hoc reports to the Executive Director.

### **Administer the patient research participant service**

Maintain the list of potential research participants, working with colleagues to promote the service to patients and researchers.

Liaise with research teams seeking participants.

Recruit and select appropriate recipients to recruit to specific projects. Process responses and pass participant details to project lead.

Maintain quarterly communication with participants.

### **Person specification**

Excellent administration skills and strong operational capability.

Experience of finance operations or book keeping.

Experience of ecommerce operations would be an advantage, but is not essential.

Familiarity with Google Workspace, Xero and Shopify desirable.

High levels of personal drive and energy, with the ability to manage your own workload.

High levels of customer care, and empathy with people affected by olfactory disorders.

### **Other requirements of the post**

The post holder must be prepared to work flexibly to meet the needs of the organisation which may include occasional evening and weekend work. Travel within the UK will be needed for meetings and events. This would normally require access to a car (mileage will be paid) or travel by public transport (tickets will be paid).

The post holder will be expected to have adequate home working facilities to allow them to fulfil the role to the best of their abilities. A Macbook, monitor, mouse and keyboard will be provided.

July 2022