**SERVICE DOGS UK**

Service Dogs UK is a registered charity that is currently operating its programme for veterans from the Armed Forces and Emergency Services in West Sussex. The charity matches dogs from rescue with veterans who have Post Traumatic Stress Disorder and helps them to train the dogs as their Assistance Dogs over a 9 - 12 month period.

We are innovative and established, we have support locally and nationally, we are proud candidate members of Assistance Dogs International (ADI) and Assistance Dogs Europe ADeU). We were winners of the Animal Partnership Award at the 2018 Soldiering On Awards and we strive to maintain the highest of standards and ethics as we provide life changing help to our veterans who have served.

We are seeking a friendly and enthusiastic person with great administrative skills to join our team and provide administrative support for all aspects of the charity. You will be familiar with all general admin roles and tasks, you will be working mainly from home while supporting the veterans and dogs on the programme by looking after the essential administration.. You will be a good communicator as you will be coordinating meetings and looking after the diaries of the Directors. You will act as the first point of contact (by email) and will be instrumental in the charity’s aims and objectives in providing administrative support for our veterans while ensuring the office runs smoothly and our processes are completed.

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**Data Privacy and Protection**

Service Dogs UK will use the information you have provided on this form to help us make a decision about whether we will employ you. We will keep the information you have provided on this form in a secure file and we will not share this information with any individual or organisation outside of the charity without asking you first. If you become an employee at Service Dogs UK this will form part of your employee records. If you do not become an employee this information will not be retained for longer than a year from the date we receive your application, without your specific written consent.

If, at any stage, you would like to change this information, or would prefer for us not to hold this information about you, please contact garry[@servicedogsuk.org](mailto:info@servicedogsuk.org)

**This vacancy is subject to a probationary period of 3 months.**

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**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| **Title** | Administrator |
| **Reporting to** | Board of Directors |
| **Hours** | 16 hours per week |
| **Salary** | £8,320 |
| **Start Date** | October 2019 |
| **Contract** | Probationary period of 3 months then ongoing if funding allows. There may be opportunities to take on other roles and increase hours. |
| **Annual Leave** | Pro rata based on a full-time entitlement of 23 days per year and Bank Holidays |
| **Place of work** | Mainly based from home but may be required to attend meetings and events |
| **Application Closing Date** | Friday 11th October 2019 |
| **Interview Date** | Week commencing 14th October 2019 and will include video based interviewing |

**Aims of the post**

* Ensure that the administration processes to support our operational programme are carried out effectively and on time.
* Support the operational running of the charity by assisting with clients, volunteers and supporters to ensure communication, reports and processes are duly followed, completed and filed.
* Liaise with and assist with fundraisers and supporters
* Manage the day to day support of the Directors
* Work according to Service Dogs UK’s values, objectives, policies and procedures

**Main duties will include**

* Carry out administrative duties including organisation and filing of reports.
* Help with logistics, ordering equipment, assisting clients with queries, dealing with incoming queries.
* Being responsible for mail-outs, sending reminders, contact reports, spreadsheet design, research data, diary coordination.
* Dog related tasks include organising Insurance and dealing with claims, keeping health checks and paperwork relating to dogs up to date.
* Collation of programme monitoring and evaluation data including veteran feedback and records in accordance with GDPR
* Use of a variety of software packages such as Google Drive, OIS, Gmail, GSuite and Adobe to produce correspondence, spreadsheets and to manage office processes.
* Support Directors with invoices payment and other financials
* Organise and store electronically documents and computer based information in accordance with our GDPR policy

**General**

* Work within an Equal Opportunities Framework
* Work to a formal appraisal system
* Attend line management meetings when required
* Willingness to undertake appropriate training as specified by the Directors

This job description is a guide. The postholder may be required to undertake such other tasks as are reasonably requested by the Directors.

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|  | PERSON SPECIFICATION | ASSESSED BY: |
| **Qualifications** | **Essential**   * 3 GCSE passes including English and Maths or equivalent qualification obtained abroad | * Application |

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| **Experience** | **Essential**   * At least 2 years experience of working in an administrator role. * Excellent working knowledge of G Suite packages - Google Drive, GMail etc and Adobe. * Event, meeting or conference management and support   **Desirable**   * Experience of basic book-keeping and invoice management skills * Demonstrate an understanding of Armed Forces or Emergency Services issues * Experience of planning events and training * Ability in using social media effectively for a business or charity * An understanding of safeguarding in vulnerable adults | * Application * Application   Interview   * Application * Application   Interview |
| **Skills and Attributes** | **Essential**   * Warm and friendly with a personable manner * Excellent telephone manner * A good understanding of the issues of confidentiality and data protection * Ability to work on own initiative as well as part of a team * Excellent organisational skills and the ability to prioritise workload effectively * Ability to work at times under pressure and within directed time scales * Excellent written and verbal communication skills | * Interview * Interview   Application |
| **Values and Attitudes** | **Essential**   * Non-judgemental and committed to anti oppressive practice * Strong work ethic * Clear professional boundaries * Tactful and discrete * Energetic and passionate for the work delivered by Service Dogs UK * Committed to delivering and contributing to the development of a quality service * Committed to continued professional development   **Desirable**   * A willingness to be flexible and attend events out of normal office hours and to assist the charity at events from time to time | * Application   Interview   * Application * Application * Interview * Interview * Application   Interview   * Application * Application |
| How to apply: | Please complete the application form attached.  For further information about the role please contact [garry@servicedogsuk.org](mailto:garry@servicedogsuk.org) | Send to:  [garry@servicedogsuk.org](mailto:garry@servicedogsuk.org) |