



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Choirs Support Administrator (Choirs Support Team)</b>
<b>Reporting to:</b>	Director, Choirs Support Team
<b>Hours:</b>	37.5 hours (full time, occasional evenings/weekends)
<b>Salary:</b>	£25,000 per annum
<b>Location:</b>	Central London - flexible working requests will be considered
<b>Contract:</b>	Fixed Term Contract until 31 <sup>st</sup> August 2019

## BACKGROUND & ROLE SUMMARY

The Military Wives Choirs (MWCs) bring women in the military community closer together through singing. We are a unique and special network of 74 choirs across the UK and internationally in which women can come together to sing, share and support each other, wherever they are.

The Choirs Support Team are here to *enable* the network of MWCs. We strive to provide the best possible experience for members. We develop projects that bring ladies from different choirs together across the network, recognising we are stronger together. We are an independent subsidiary charity of SSAFA, the Armed Forces Charity who provide us with facilities, HR, IT and finance support.

In this key role you will be the first point of contact for our choir members and the general public; providing an excellent service to all and sharing our ethos of 'Sing, Share, Support'.

You will manage our office administration smoothly through filing, organising meetings, data collection, survey creation and reporting, event management and finance administration. This is a varied role and it would suit an excellent communicator who is highly organised and likes being busy.

Key to this role is the ability to respond quickly and sensitively to choir members and put their needs first, whilst ensuring our approach is fair and consistent.

## KEY RESPONSIBILITIES

### Choirs Support

1. Be the first point of contact for all enquiries that come in to the Choirs Support Team via e-mail, social media or telephone, responding quickly, accurately and sensitively.



2. Proactively contact choirs once a year to follow up on AGMs, obtain minutes and support the new committees.
3. Support choir committee members in all aspects of their operational support in choir life.
4. Send out materials to choirs to support their day to day activity and promote central projects.
5. With the Director and trustees, identify individuals within and outside the military community that can support our work either by referring new members or helping us with choir logistics.
6. Ensure all communications are warm, friendly and reflect our ethos of 'Sing, Share, Support'.
7. Agree and deliver the logistics plan for choir performances.
8. Working with the Director, deliver the logistics planning for the annual choirs conference.
9. Attend the annual choirs conference and present a choir membership presentation to Choir Membership Secretaries.

#### Administration and finance

1. Maintain a cohesive, easy-to-use filing system for MWCs and Choirs Support Team documents.
2. Work closely with the SSAFA Finance Team to ensure that all financial transactions, such as invoices and expenses, are dealt with promptly and accurately.
3. Monitor the choirs' annual financial return process and contribute to drafting the annual report, providing guidance to Treasurers and auditors.
4. Facilitate the collection of choir member data and maintain an up-to-date database of all choir members, choir locations and committees.
5. Support the Trustee Board by booking meetings, arranging expenses, communicating and drafting papers and taking Board meeting minutes.

As a small team, we expect all team members to pick up other duties according to their skills and capabilities and be flexible, adaptable and willing to take on new challenges.



**PERSON SPECIFICATION**

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
At least 3 years' experience in an administrative role	*	
Experienced in the collection and management of data	*	
Experience of working to tight deadlines	*	
Knowledge of basic finance processes and experience managing simple budgets	*	
Experience of working in an external facing role, dealing with the public	*	
Experience of working in a not-for-profit environment		*
Educated to A-level (or equivalent)		*
Proficient in the use of Microsoft Office and Outlook	*	
Proficient in the use of social media platforms		*
Experience and knowledge of Survey Monkey		*
Experience of working with a CRM system		*
Knowledge of GDPR		*
Charity sector experience or military experience		*

<b>Skills &amp; Personal Attributes</b>	<b>Essential</b>	<b>Desirable</b>
First class communication skills (written and verbal) and excellent listening skills	*	
Excellent telephone manner	*	
A passion for the Military Wives Choirs, our mission and vision	*	
A proactive and positive approach, with resilience and empathy	*	
Ability to act on own initiative; highly organised	*	
A collaborative approach and a willingness to be guided by the best interests and views of the choir members	*	
Advanced MS Office Skills (Word, Excel, PowerPoint)	*	
Experience of the military community either as a serving personnel or a family member of a serving personnel		*
Experience using Office 365		*
Full driving licence and access to own vehicle		*