

ADMINISTRATOR

Job Description

Job Title	Administrator
Salary	£23,500-25,000 dependent on experience
Contract Type	Permanent, office based
Hours	35 hours per week - some weekend work may be required

Responsible to Managing Director

About Vauxhall City Farm

This is an exciting opportunity to become involved with one of London's hidden treasures. Covering over 1.5 acres of land, Vauxhall City Farm is home to over 100 animals and provides Londoners the opportunity to experience the sights, sounds and smells of the countryside without leaving the city.

Are you a confident communicator with excellent **administrative skills**? Do you **thrive in a fast-paced**, dynamic environment, **managing customer queries** and applications processing? Are you **flexible, empathetic**, and dedicated to **delivering outstanding customer service**? If so, this role is perfect for you.

Vauxhall City Farm strives to be a diverse and inclusive workplace. We particularly encourage applications from people who identify as Black, Asian, or other minority backgrounds that are underrepresented on the farm.

The Job

The Post holder is responsible for providing, organising and coordinating office and administrative operations and procedures, to ensure effectiveness and efficiency. Your responsibilities will include managing bookings, coordinating meetings, maintaining office systems, handling enquiries, supporting staff with administrative needs and on events. This is a varied and rewarding role with opportunities for growth and professional development.

Excellent verbal communication and written skills are essential as well your ability to work as part of a part team.

What we need you to do:

- **Manage** and respond to daily queries received in inboxes with a focus on efficient communication.
- **Manage** incoming bookings and booking enquiries.
- **General office administration**, including suggesting and implementing improvements for a more efficient office, ordering office supplies and stationery, dealing with telephone enquiries, updating Gift Aid schedules, and ad hoc administrative tasks.
- **General support** for the management team including with the co-ordination of events
- **Attend** regular staff meetings, minute taking, supervision and other relevant meetings and training
- **To perform** any other tasks reasonably requested by the MD
- **Assisting** in raising invoices
- **Taking** customer payments
- **Petty cash** processing
- **Supporting** the Head of Programmes with banking donations and payments.
- **Provide administrative support** to the HR function
- **General operational** support to Farmyard
- **Regularly checking** on maintenance and operational duties.
- **Supporting the SMT** with the facilities Management of the site.
- **Comply** with all statutory and company health and safety policies and procedures
- **Ensure** job required certificates are kept up to date (e.g. 1st Aid, Safeguarding, DBS checks)

- **To comply** with the arrangements made to deliver services in accordance with the Vauxhall City Farm's Equal Opportunities Policy

What We're Looking For:

- **Administrative Expertise:** Strong background in administration with experience managing records, reports, and correspondence.
- **Communication Skills:** Excellent verbal and written skills, with the ability to adapt communication styles for diverse audiences.
- **Technical Proficiency:** Proficient in Microsoft Office Suite, particularly Excel and Outlook.
- **Organisational Abilities:** Exceptional attention to detail and time management skills to manage workload effectively.
- **Problem Solving:** A proactive problem solver with strong decision-making capabilities.
- **Teamwork:** Collaborative mindset with the ability to work independently and as part of a high-performing team.
- **Adaptability:** Flexibility to adapt to changing priorities.

Desirable Skills:

- Knowledge of the charity sector is advantageous but not essential.

What You'll Receive in Return (other than seeing cute animals daily!):

- **Team Support:** Join a supportive and collaborative team committed to your success.
- **Enhanced Annual Leave:** 27 days annual leave plus bank holidays, plus a duvet day.
- **Flexible Working:** Enjoy a flexible schedule that supports a healthy work-life balance.

- **Comprehensive Benefits:**
 - Pension contributions.
 - Access to an Employee Assistance Programme.
- **Training and Development:** Benefit from a comprehensive onboarding programme and ongoing professional development opportunities.
- **Equal Opportunities Employer:** We are committed to fostering an inclusive and diverse workplace.

Special Conditions

This position will involve contact with vulnerable people. The postholder will therefore be subject to an enhanced Disclosure and Barring Service clearance on appointment and on an appropriate review basis thereafter.

The job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

If you're passionate about making a difference and have the skills to thrive in this role, we'd love to hear from you!

Please apply by 3rd July 2025 by sending your CV and answering the following questions:

1. What do you love about your current job?
2. What would working at The Farm mean to you?
3. What's your super strength?

To: recruitment@vauxhallcityfarm.org