



RSPCA Lincolnshire Mid
& Lincoln Branch
Registered Charity No. 224482

RSPCA Lincolnshire Mid and Lincoln Branch
Registered Charity No: 224482

Branch Administrator Recruitment Pack

RSPCA Lincolnshire Mid and Lincoln branch are looking to recruit a full-time branch administrator (35 hours per week), based in the office at St Mark's, central Lincoln.

This is a wide-ranging role with a focus on high-quality administration, animal welfare and rehoming, volunteer recruitment, income generation which would involve assisting with events and fundraising and to carry out such other tasks as directed by the Branch Manager or Trustees.

Please view the Job Description and Person Specification included in this pack.

RSPCA Lincolnshire Mid and Lincoln Branch
Registered Charity No: 224482

Contents

- 1. Job Description**
- 2. Person Specification**
- 3. Branch Organisation Chart (June 2023)**



RSPCA Lincolnshire Mid
& Lincoln Branch
Registered Charity No. 224482

RSPCA Lincolnshire Mid and Lincoln Branch

Registered Charity No: 224482

Job Description

Branch Administrator

Employer: RSPCA Lincolnshire Mid and Lincoln Branch

Full-time Position: Contractual hours 35 hours per week

Working hours: 9:00 - 17:00 (one hour lunch break)

Location: Branch Office, Central Lincoln

Salary: £19,000

Reporting to: Branch Manager (Trustee body in the absence of Branch Manager)

1. Purpose of Job:

To ensure the smooth operation of the office in compliance with current legislation, Branch and Society Policy.

To be responsible for the advertisement of branch activities and ensure smooth coordination of animal intake and rehoming.

2. Place of Work and Office Hours

The Branch Administrator will be based at the RSPCA Lincolnshire Mid and Lincoln Office at St Marks Church Hall, St Marks, Lincoln, but will however be required to attend other venues as part of their role, such as private boarding establishments.

This is a full-time position in the hours of 9:00am to 5:00pm, Monday through to Friday.

The branch administrator may be required to work out of hours including weekends at such times as advised.

This role will be part of a small team however there will be times where lone working is required.

3. Principal Accountabilities:

- To ensure GDPR regulations are implemented and adhered to;
- To respond to telephone calls, emails, letters and voice messages promptly and refer them to the correct person if so required;
- To actively promote all Branch and Society initiatives and campaigns to promote awareness of the charity and to build and develop positive internal and external relationships;
- Provide written reports and attend committee meetings if required;

- To prepare and distribute all paperwork relating to the Annual General Meeting (AGM);
- To act as a first point of call for all complaints, ensuring the matters are passed on to the Branch Manager promptly for response/investigation;
- To ensure private boarding establishments and fosterers' paperwork is compliant with HQ guidelines and to provide support to the same;
- To ensure all paperwork and filing is kept up to date including Animal Shelter Management;
- To provide the Trustees with a weekly animal update on all the animals in branch care regarding their health and status;
- To review and consider all adoption application forms against the individual animal and coordinate home visits and adoption;
- To liaise with the inspectors regarding intake of animals and their location with agreement of Branch Manager, and to support other branches with the intake of animals;
- To assist in the recruitment of volunteers;
- To assist in the organisation of training and fundraising events;
- To be responsible for the branch website and branch social media pages (Facebook, Instagram, Twitter, TikTok) and other means of advertisement.

4. Health and Safety

While at work all staff are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Cooperate with Branch policies and procedures for health and safety.

This job description is a statement of the job content as agreed in July 2023. It should not be seen as precluding future changes.

What is in it for you?

We are looking for the ideal candidate to join our branch. In return, we offer the following:

Annual Leave Entitlement: 20 days plus bank holidays

Travel: On-site office parking, recompense for mileage only for travel outside of their normal place of work.

Equipment: Laptop or PC

Pension: Opportunity to join the branch pension scheme after successful completion of probationary period.



RSPCA Lincolnshire Mid
& Lincoln Branch
Registered Charity No. 224482

RSPCA Lincolnshire Mid and Lincoln Branch

Registered Charity No: 224482

Person Specification

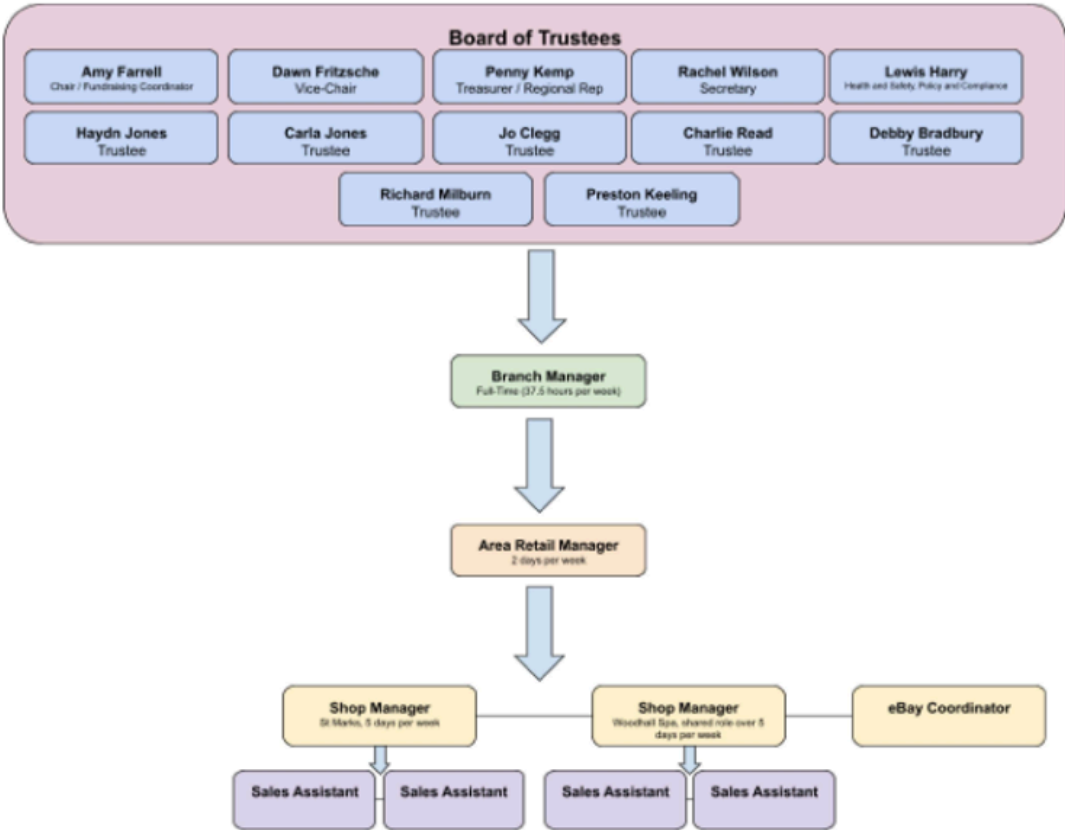
Branch Administrator

	Essential	Desirable
Education, Training & Experience	<p>Minimum of 5 GCSEs A-C including English and Maths;</p> <p>Proven administrative background;</p> <p>Excellent proven IT Skills including knowledge of the Microsoft Office Suite;</p> <p>Understanding of animal welfare and willingness to complete training to further their understanding in animal welfare;</p> <p>Proven experience of online banking, book keeping and cash handling;</p> <p>Managing a budget and petty cash;</p> <p>Ability to prepare effective reports.</p>	<p>Experience in working in an animal welfare establishment;</p> <p>Experience of Google suite;</p> <p>Experience in communications, marketing and social media;</p> <p>Experience in the recruitment of volunteers;</p> <p>Experience of XERO;</p> <p>Experience of working with trustees, staff and volunteers.</p>
Special Skills & Knowledge	<p>Sympathy with the RSPCA's aims and policies;</p> <p>Basic understanding of the RSPCA and local branches;</p>	<p>Full clean UK Driving License;</p> <p>Thorough understanding of GDPR;</p> <p>Experience in minute-taking;</p>

	<p>Ability to produce engaging written and verbal material;</p> <p>Ability to prioritise workload, balancing competing demands and meeting deadlines;</p> <p>Good knowledge of social media and ability to maximise engagement;</p> <p>Ability to work unsupervised and independently.</p>	<p>Experience in event management and organisation.</p>
Personal	<p>Excellent interpersonal skills;</p> <p>Honest and reliable;</p> <p>Excellent organisational skills;</p> <p>Ability to remain calm under pressure;</p> <p>Passionate about animal welfare;</p> <p>Excellent customer service and communication skills including confidence on the telephone;</p> <p>Self-motivated;</p> <p>Engaging and enthusiastic;</p> <p>Ability to work within a team;</p> <p>Ability to work independently;</p> <p>Ability to be flexible when working with trustees.</p>	<p>Confidence in dealing with professional organisations such as vets and inspectors;</p>
Special Circumstances	<p>Willing and able to work flexibly when the demands of the role require this.</p>	



RSPCA Lincolnshire Mid and Lincoln Branch Registered Charity No: 224482



Branch Structure as of June 2023, subject to change