Job Description and Person Specification
Senior Administrator

Employer: RSPCA Hull & East Riding Branch CIO (Registered Charity No. 1209420)
Responsible to: Head of Operations
Responsible for: Senior administrative coordination.

Overall purpose

The Senior Administrator provides an organised, responsive and customer-focused administrative service across the Branch. Working in a busy public-facing environment, the postholder coordinates reception activity, manages administrative workflows, maintains accurate and confidential records, supports meetings and governance, and ensures enquiries and applications progress efficiently. Volunteer application processing is part of the administrative remit; responsibility for managing, supervising or deploying volunteers remains with the relevant operational manager.

Key responsibilities

Senior administration

- Provide reliable day-to-day administrative support, ensuring records, documents, reports and communications are accurate, complete and delivered on time.
- Maintain work plans, action logs, trackers and secure digital and paper filing systems so priorities, deadlines and follow-up activity are visible and controlled.
- Coordinate the administrative journey for prospective volunteers: receive applications and enquiries, maintain records, communicate next steps, arrange agreed checks or introductory activity, monitor progress and hand applicants to the responsible colleague.
- Develop clear templates, forms and standard processes, identifying duplication, gaps and opportunities to improve administrative workflows.

Front of house and customer service

- Provide a welcoming and efficient first point of contact for visitors, donors, customers, volunteers and callers; resolve routine enquiries and refer complex or sensitive matters appropriately.
- Coordinate reception activity across face-to-face, telephone and email channels, working with colleagues to maintain appropriate cover.
- Receive and record donations, process shop sales and associated transactions in line with agreed procedures and controls.
- Use sound judgement, maintain confidentiality, manage expectations and promptly escalate safeguarding, operational, financial or sensitive concerns.

Governance, partnerships and reporting

- Support in administering trustee, committee and partnership meetings when required, including dates, agendas, papers, attendance, accurate minutes, action tracking, follow-up and secure storage of records.
- Represent the Branch administratively at agreed external networks and partnerships, recording and progressing relevant actions.
- Develop and operate proportionate review arrangements for agreed services, including record reviews, dip sampling and follow-up conversations, and prepare concise quarterly reports for the Head of Operations, Senior Leadership Team and Trustees.
- Undertake agreed dip sampling of operational systems and records, give timely factual feedback where information is incomplete, and escalate themes or exceptions requiring management action.

Compliance, contracts and communications

- Maintain trackers for policies, training, licences, contracts, subscriptions and service documentation; identify gaps or overdue actions and support audit evidence gathering.
- Maintain a contracts and subscriptions directory recording supplier, purpose, annual cost, term, renewal or end date, responsible manager and link to the current agreement.
- Complete quarterly accuracy checks of relevant Branch and National Society webpages, correct information and faulty links where authorised, and escalate changes requiring approval.

Person specification

Essential

- Substantial experience in senior administration, practice administration, office coordination or a comparable public-facing service, including coordinating workflows, confidential records and deadlines.
- Strong organisation and attention to detail, with the ability to prioritise competing demands, follow up actions and work across several teams.
- Confident use of Microsoft Office, email, spreadsheets and digital filing systems, with the ability to produce clear reports and handle confidential information appropriately.
- Professional and welcoming communication, with the confidence to deal calmly with visitors, donors, customers and prospective volunteers and to apply appropriate boundaries and escalation routes.

Desirable

- Experience in a charity, healthcare, public service or community setting; volunteer or recruitment administration; compliance monitoring; or supporting trustees and formal committees.
- Experience supporting meetings, agendas, minutes, action logs and routine governance or partnership administration.
- Knowledge of GDPR and data protection principles, and experience improving administrative systems or processes.

Other Requirements

- Maintain confidentiality at all times and handle sensitive information appropriately.
- Follow charity policies, procedures and administrative standards consistently.
- Undertake relevant training and support wider charity activity where administratively appropriate.
- Carry out other reasonable duties consistent with the role and its intended boundaries.

About us:

Why do we exist? Because of three people who wanted to end animal cruelty and suffering met in a coffee house 200 years ago, one of them being the Hull born William Wilberforce. Today we have the same proud heritage, as a partner to the National Society we are hugely proud of the work we do.

Who are we? Our Branch is over 100 years old; we are a local and independent Branch of the Royal Society for the Prevention of Cruelty to Animals. We operate an Animal Rescue Centre for the community and supported by the community of Hull and East Riding.

Our team: We have an awesome team here at the Hull & East Riding, we are all expected to live up to our organisational values. Working or volunteering for the Branch brings with it an expectation of positive behaviours which demonstrate professionalism, kindness, and friendliness.

Our Culture: Our destination is a culture of inclusivity. We are passionate about our people and their skills that collectively come together to form a multi-dimensional presence. Our culture first approach is our north star and handrail to ensuring we can be the very best version of ourselves.