**Job Title:** Administration and Comms Support Assistant

**Contract:** Part time, 21/28 hours per week

**Salary:** £26,936 pro-rata (£15,288/£20,384)

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**About Us:** DTNI is a dynamic and innovative organisation dedicated to serving its network of members and empowering communities through ownership and social enterprise. Our key areas of focus are community ownership, community wealth building and community rights.

**Job Summary:** TheAdministration and Comms Support Assistant plays a crucial role in ensuring the smooth functioning of our organisation. They handle various administrative tasks, provide an online ‘shop window’ to our work and provide essential support to the team.

You will be responsible for managing your workload effectively, providing timely feedback on tasks and seeking support if targets/tasks are behind.

If you are organised, enthusiastic and a quick learner who and enjoys multitasking, this might be the perfect role for you.

**Administrative support**

Supporting the implementation of DTNI’s work by providing a professional and efficient administrative support service to our programme areas and carrying out duties as allocated by the team members that you support.

Providing general office duties including answering phones, managing emails and scheduling appointments, organising and maintaining existing online filing systems.

Ensuring a high level of customer service to our member organisations, external partners and suppliers.

Using office resources to ensure maximum efficiencies, and particularly our suite of Microsoft packages. (Assist with our new CRM system when implemented which will include collecting verifying and entering data into our systems and maintaining accurate records.)

**Diary management**

Provide diary management support to the CEO. This will include:

* Making phone calls
* Checking diaries internally
* Scheduling meetings and arranging necessary resources.
* Booking rooms when required
* Carrying out meeting related tasks such as invoicing, gathering documents, setting reminders

**Event support**

* Work closely with the Corporate Support Officer to provide a high level of support in the organisation and co-ordination of events and to attend such events when appropriate.
* Assist with the registration and management of attendees
* Book venues for events including catering
* Organising travel – booking flights & hotels
* Liaising with speakers, providing necessary information in a timely manner
* Creating PowerPoint presentations
* Creating event documentation (briefing docs, scripts, bios) and preparing content for brochures and website

**Meeting Support:**

* Schedule and organise meetings (online and in-person) including booking rooms and arranging necessary resources.
* Prepare meeting agendas and distribute materials.
* Take minutes during meetings and circulate them afterward.
* Assist with document preparation (e.g., reports, presentations).

**Invoicing and Financial Administration:**

* Assist with the recording and tracking of invoices, expenses, and payments.
* Liaise with the finance department as needed.
* Assist with budget tracking and reporting.

**Comms and Social Media Support**

* Creating content in various formats, such as images, videos, infographics which should align with DTNI’s voice and promote our ongoing programmes of work
* Managing social media accounts, including scheduling, publishing, moderating, and responding to messages and comments
* Developing new ideas to increase followers and engagement
* Work closely with the Digital Innovation Officer to provide timely content for the DTNI website and ensuring this is reflected across socials
* Assist with the production and distribution of the quarterly E-bulletin newsletter
* Assist with mail outs relating to the D1 process

**Essential Skills**

* At least two years’ recent experience working in an administrative role
* Strong IT skills: Including experience of Microsoft Windows applications and online document sharing systems (SharePoint, Google Docs or equivalent) Previous experience of using a CRM system is desirable
* Previous experience in managing and creating social media content for an organisation.
* Strong communication skills: You will be composing emails, drafting communications, creating social media content and possibly even writing reports.
* Strong organisation and time management skills: You'll juggle multiple tasks simultaneously for different team members so prioritising tasks and meeting deadlines is key.
* Attention to Detail: Accuracy matters. Whether it's proofreading documents, managing data, or organising events, paying attention to details prevents errors.
* Problem Solving: You’ll encounter challenges regularly. Being resourceful and finding solutions—whether it's a scheduling conflict or a technical glitch—is essential.
* Customer Service: Excellent interpersonal skills. Effective verbal communication is vital. You'll interact with co-workers, board directors, and clients.  (Experience of the VCSE sector is desirable but not essential)
* Confidentiality: You'll handle sensitive information—employee records, financial data, etc. Maintaining confidentiality and discretion is critical.