

Administrator

Wild Things Environmental Education in Action

Job Description

Overview

Wild Things is an award-winning environmental education charity working in the Northeast of Scotland since 2003. The Administrator keeps our office, finance, booking and systems administration running smoothly, providing a professional first point of contact for participants, clients and funders.

This part-time role offers flexible working across 4 to 5 days a week by agreement. You will be highly organised, comfortable carrying out a variety of tasks, and confident across a range of office, database and finance systems, working closely with the Chief Executive Officer and wider team.

Key roles and responsibilities

- Manage incoming and outgoing post, office supplies, stationery, the cleaner schedule and general office housekeeping, including recycling and waste arrangements.
- Liaise with Findhorn Village Centre to ensure facilities are well maintained for Wild Things' purposes, including necessary room bookings and adherence to the rental agreement.
- Maintain office filing systems and SharePoint document structures, and organise PAT testing and other office compliance checks, including reminders, certificates and follow-up actions.
- Act as first point of contact for telephone, email and voicemail enquiries, directing communications to the appropriate staff member, and provide professional customer support to individuals, schools and partner organisations.
- Process bookings for programmes, courses, activities and training (including accredited training), create customer records and sales invoices, and issue booking confirmations, joining instructions and reminders.
- Prepare leader packs and programme documentation in time for delivery, and maintain booking records and customer feedback.
- Maintain the CRM and learner databases, entering and updating participant and organisational records accurately, and produce participant lists and reports to support organisational reporting.
- Support safeguarding checks and PVG processes, maintain approved supplier records, and handle personal and sensitive information securely and in line with GDPR requirements at all times.
- Maintain the organisational Google Calendar, coordinate room bookings for training and meetings.

- Process purchase and sales invoices, supplier payments and payroll support through Sage, maintaining accurate financial and customer records. Maintain supplier payment schedules
- Register learners with awarding bodies (e.g. NCFE, GTCS), process certificate claims, track learner progress, and maintain accredited training records, spreadsheets and databases.
- Maintain website content, including course/product information and manage user accounts.
- Collate activity and programme data and compile information for funder and organisational reports, and monitor volunteer and programme statistics to support wider reporting requirements.
- Carry out any other duties as and when required in support of Wild Things' goals and objectives.

Person specification

- Strong administration, organisational and time-management skills, with the ability to manage multiple priorities.
- Excellent written and verbal communication and customer service skills.
- Proficiency with Microsoft 365, SharePoint, AI tools and database/CRM systems.
- Financial administration and invoicing experience (e.g. Sage or similar).
- Understanding of GDPR-compliant data handling (training available).
- A calm and practical approach to problem solving.
- Ability to work independently and as a team player, committed to being a cohesive function within a passionate dynamic small charity .
- An interest in and empathy for Wild Things' charitable and environmental education values and objectives.

Other desirable specification

- Website administration experience (e.g. WordPress/WooCommerce).
- Experience working within the third sector.
- Technical support minded, able to set up and navigate new systems and tools to support better working.

Training opportunities

Wild Things will offer continuous opportunities for training and development as and when required.

Equal opportunities

Wild Things is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. We particularly welcome applications from groups currently under-represented in our sector.

Application

We are interested in anyone who feels they could add value to Wild Things and invite all applications. Your application should consist of a CV and cover letter. Your cover letter should be no more than 2 sides of A4 and should explain your interest in Wild Things, your suitability to the

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position of Administrator, and should make clear how you meet the requirements of the Person Specification above.

Contact

If you have any questions or you would like to discuss the role in further detail, please don't hesitate to get in touch: 01309 690 450

Please submit your application to Holly Willmott, Chief Executive Officer, at holly@wild-things.org.uk.