

JOB DESCRIPTION

JOB TITLE:	Administrative Officer (Membership and Website Support)
HOURS/SALARY:	14 Hours per week - £13.75 per hour
ACCOUNTABLE TO:	ACAT Executive Officer
KEY RELATIONSHIPS:	Members, Trainers, Trustees, ACAT Staff

BACKGROUND

ACAT is a national charity for treasurers in the Christian Church. It started in 1995 in response to the Charities Act 1992 and subsequent Acts. The Acts required all charities to produce accounts to much higher standards than before and ACAT established itself to provide training and support to Church Accountants and Treasurers. Training and support is offered in the form of regular training courses, workshops and seminars, conferences, handbooks, newsletters and an advice line. ACAT now has over 17,000 members across all Christian church denominations.

PRIMARY PURPOSE OF POST

To assist the Executive Officer in the smooth running of ACAT's administration in supporting the membership by providing advice and guidance and ensuring the ACAT website is up to date in respect of a variety of financial, legal and employment issues.

MAIN DUTIES AND RESPONSIBILITIES

Helpline Support

- Be first point of contact for the ACAT helpline/email queries.
- Provide consistently high-quality support for members.
- Respond to member enquiries in a timely and accurate way via email (or telephone).
- If possible, respond to member enquiries directly.
- Where further support or information is required approach trainers, trustees and/or staff directly, collate subsequent response(s) and then reply to enquirer directly.
- Analyse helpline questions, so you can spot common trends and prepare a frequently asked questions list. These will subsequently be uploaded onto the website.
- Log and keep records of member queries.
- When required, amend and update the on-line ACAT handbook.

- Review and update technical advice and guidance (FAQ's, Handbook, articles etc) on the website ensuring advice is relevant and up to date.
- Keep up to date with legal and technical finance guidance and legislation.

Other

- Attend Team meetings (via zoom).
- Regularly report on progress of actions.
- To actively engage in development and forward planning of the activities of ACAT.
- Support the other administrative tasks of ACAT during peak or absence periods.
- To work collaboratively with colleagues to ensure the smooth running of ACAT's administration.
- If required, attend training events and conference to support administration.
- Carry out duties as are from time to time required by the Executive Officer.

This job description provides a guide to the duties and responsibilities and is not an exhaustive list. The post holder may be asked to undertake any other relevant duties and responsibilities appropriate and commensurate to the post