

Administrative Officer

Terms and conditions

Contract type	Fixed-term 18 months
Hours	The Company operates a 4-day working week Monday to Thursday. Employees are offered 100% of pay, to work 80% of the former 35 hour week.
Location	The work is predominantly based in Barking and Dagenham Giving's office (Three Sixty Workrooms unit, 36, Ground floor, 48 Cambridge Rd, Barking, Creative IG11 8NW); you will be able to work from home some of the time. You will occasionally be required to work out of hours, e.g. evenings, to support community events.
Salary	£24,000-£26,000 per annum (depending on experience)
Annual leave	26.5 days holiday each year, inclusive of public and bank holidays.
Probation period	Six months
Reports to	Finance and Operations Manager

About the role

At the heart of our small, passionate team is the need for someone who can keep things running smoothly — someone curious, eager to learn, and ready to roll up their sleeves. The Administrative officer plays a central role in ensuring no detail is missed: responding to enquiries, coordinating events, and handling the everyday essentials that make a big difference.

This role is about being the steady hand behind the scenes — the person who keeps an eye on the *Hello@* inbox to ensure everyone feels heard, who makes sure meetings and events have the right space, the right snacks, and the right information, and who brings calm and order to the moving parts of our working week. It combines practical responsibilities — printing documents, setting up rooms, or tracking payments — with a growing understanding of how our systems, data, and communications support the bigger picture.

This role is a fantastic opportunity for someone to learn about the voluntary, community, faith, and social enterprise sector in Barking and Dagenham, and the role Barking and Dagenham Giving plays in that infrastructure.

You don't need to know everything on day one — this is a role designed for learning and growing. But if you're someone who notices the little things, enjoys being helpful, and wants to understand how organisations work from the inside out, you'll thrive here.

Who we are

We are a small, creative and highly passionate team with the ambition to revolutionise the way funding works.

We want to see a world where communities are empowered to identify and prioritise the issues that matter most to them and have the agency to channel resources towards meaningful change.

To make this happen, we collaborate with individuals and organisations — building networks and unlocking resources to supercharge the people and initiatives driving practical solutions.

We have a superb permanent office space and regularly deliver programmes across the borough. Our core hours are 10:00am – 3:00pm . Due to the nature of community work, some evenings and weekends are required but you will have sufficient notice. We also operate on a four-day workweek, so Fridays are your day to recharge.

Job Description

Administration

- Taking responsibility for monitoring the team Hello@ and other team inboxes either responding or forwarding the email to the relevant team member
- Supporting the Finance and Operations Manager to process invoices and payments and chase for receipts
- Keeping an eye on and ordering office supplies
- Supporting the programmes team with meeting and event management by booking rooms, providing refreshments, sending out invites, creating attendee lists and printing out any resources required
- Attending meetings and events where required to set up the spaces, meet and greet attendees and clear down the space at the end of the event
- Helping organise board meetings and taking minutes
- Supporting the organisation with communications, newsletters, and social media posts
- Supporting the Head of Systems and Impact with collecting, collating and cleaning data and carrying out research
- Compiling policy information to send to HR for changes and updates to policies
- Updating the CRM with new contacts
- Contributing to the preparation and publication of the organisation's annual impact report and grant reporting

Organisational Support

- General administrative support for the Charity, including using digital tools such as Monday.com and Slack
- Developing and maintaining relationships with a range of stakeholders, including residents of the borough, and community organisations and businesses

General

- Ensuring all activities uphold our integrity and core values
- Attending relevant Staff Meetings and Board Meetings fully prepared
- Fulfilling other duties as directed by the Finance and Operations manager which are appropriate to the role

Person Specification

BD Giving's core values define the principles and ethos that are central to the way we seek to operate as an organisation and the way we treat those with whom we come into contact. They inform what we do and how we do it; we expect every member of staff to commit to creating value for our members and community partners.

Our E.P.I.C. values

Exploration: We work collaboratively, think creatively, question assumptions, and pursue uncharted paths

Participation: Everywhere possible, our decision-making is inclusive, and voices at all levels are genuinely heard

Impact: Success is measured in tangible, lasting outcomes that positively transform communities

Continuous improvement: Mistakes are seen as learning opportunities, feedback is welcomed, and curiosity drives progress.

Our commitments

Stay Focused on our goal and why our work matters, never losing sight of how important the outcome of what we do is to local people and organisations.

Be radical in the pursuit of our mission, disrupting systems and processes when it is appropriate, challenging the norm, striving for firsts and exploring unique ways of doing things for the greater good.

Include everyone in our mission, working as a team, embracing our differences and respecting each other's contributions. We view our work as a collective endeavour.

Constantly develop our work and ourselves for the better. Be curious about what we do, how we do it, and how we might do it better, and seek and give fair and constructive feedback in the pursuit of that goal.

Be open and honest in the way we communicate with each other about what we want and need, and where appropriate, how we feel. Be respectful and intentional in how we interact with each other, and mindful of the impact of our actions.

Prioritise our effectiveness, understanding how our organisation is funded, utilising the processes that make it efficient and productive.

Experience	Essential (E) / Desirable (D)
Basic IT skills, including confidence using email, word processing (e.g., Google Docs), and spreadsheets (e.g., Google Sheets) and the willingness to learn new IT skills	E
Good written and verbal communication – clear, polite, and professional	E
Good organisational skills – able to manage time, prioritise tasks, and keep track of details	E
An interest in finance - learning to process invoices and chase payments and receipts	E
A helpful, proactive attitude – ready to pitch in and take initiative where appropriate	E
We are particularly interested in candidates from Barking and Dagenham and BAME backgrounds	D
Knowledge, Skills and Aptitudes	Essential (E) / Desirable (D)
Some understanding of administrative processes such as managing calendars, booking rooms, and preparing documents	D
Experience supporting events or meetings – setting up spaces, sending invites, gathering feedback, etc.	D
Basic understanding of social media platforms (especially Instagram, LinkedIn, and Twitter/X) and how to post or schedule content	E
Curiosity – interested in how things work and open to exploring new systems or ways of doing things	E
A willingness to learn and take feedback on board	E

Qualifications	Essential (E) / Desirable (D)
There are no specific qualification requirements for this role, and we prefer to assess skills based on demonstrated experiences	

Benefits

- 5% ethical employer pension contribution
- 26.5 days annual leave inclusive of public and bank holidays.
- Be part of a four day workweek with Fridays off for all staff (AL adjusted accordingly)
- Opportunities for formal and informal training, and mentoring around the development of skills pertaining to the role.