



all aboard

it's all about the charities we support

Job Title:	Collections Administrator – Full Time
Department:	Head Office
Location:	Watford
Reporting to:	Marketing / Collections Manager & PA to CEO
Job purpose:	To assist the Marketing and Collections Manager with arranging collections. Answering the telephones at Head Office. Carrying out general administration duties as required at Head Office.

Contact with all others
Internal: Marketing and Collections Manager; CEO; Shop staff including Managers, Assistants and Volunteers; Retail Operations Manager; HR Manager; Gift Aid Manager; Warehouse Manager, Van Drivers and Assistants, E-bay Manager and staff; and all other Head Office departments and personnel; Trustees.
External: Donors, general public, trades persons

Key Accountabilities		Tasks
Answering the telephones	1	To answer the telephone promptly and politely
	2	To book collections and log them on to the database
	3	To telephone donors to confirm collection times
	4	To take accurate messages and listen to the answerphone machine daily.
	5	To liaise with shop staff, drivers, volunteers, and suppliers

Handling the database	1	To input donor details accurately and update e-mail addresses.
	2	To periodically carry out data cleansing

Assisting with collections	1	To assist in producing driver's daily lists (including printing of Gift Aid labels for donors' bags and planning the route).
	2	To liaise with Shop Managers and Warehouse Manager to ensure shops meet stock allocation targets.
	3	To assist in the processing of Drivers' collection sheets for daily, weekly and monthly statistical analysis.
	4	To respond to donor collection requests via email.

Preparing mail-outs	1	To assist with the preparation and sending of donor thank-you letters, emails, and shop correspondence
	2	To frank any outgoing mail and ensure that it is placed in the mailbox at the end of the day.

Carrying out general administrative tasks for Head Office	1	To prepare stationery for drivers to take to shops
	2	To assist in ordering shop requisites via the online Acopia portal
	3	To tidy stationery area when required to do so by the line manager
	4	Carrying out any other administrative duties at Head Office, as required

Knowledge, Skills, and Experience

Education

Good level of education to GCSE (or equivalent) or beyond (preferably Maths and English)

Willingness to undertake further training at All Aboard as necessary

Skills and Abilities

Good literary and numeracy skills and good verbal communication skills

The ability to work as part of a team but also to work independently

Good telephone manner

Other

Flexible approach is required

The Job Description is not intended to be restrictive, and should be taken as the current representation of the nature of the duties involved in your job, and will be reviewed on a regular basis. There is a need to be flexible to cope with the changing needs of the job and the organisation as a whole.

SENIOR MANAGER'S NAME _____ **SIGNATURE** _____

JOB HOLDER'S NAME _____ **SIGNATURE** _____

DATE AGREED _____