



RSPCA Nottingham  
& Notts Branch  
Registered Charity No. 255763

## BRANCH ADMINISTRATION ASSISTANT

### JOB DESCRIPTION

JOB TITLE: Branch Administration Assistant

LOCATION: RSPCA Nottingham and Notts Branch Office, Hyson Green

CONTRACT: Permanent

REPORTING TO: Branch Manager

HOURS: 24 per week, Mon, Tue & Fri 9am to 5pm

SALARY & CONDITIONS: £8.18 per hour

Excellent, varied opportunity to work for a local Branch of the UK's oldest animal charity. Ideal for someone with a confident, experienced telephone manner and a willingness to learn.

#### Responsibilities and duties of role

- Answer and direct phone calls
- Reply to emails and deal with face to face enquiries
- Produce and distribute correspondence eg memos, letters, forms.
- Liaising with vets and outside organisations
- Provide relevant information when answering questions and requests from members of the public
- Assist, when required, Branch Officers with clerical and practical support.
- Handle sensitive information in a professional manner
- Banking and cash handling
- To perform any other duties (within remit) as required by Branch Management eg assist in charity shop
- To act in a professional and responsible manner at all times when representing the RSPCA and the Nottingham and Notts Branch
- To familiarise yourself with the requirements of this branches GDPR and Health & Safety protocols

This job description may be amended and updated periodically in consultation with the post holder