



Job Description and Person Specification – Administrator

Contract Type: Fixed-term, 12 months (with potential to renew by mutual agreement)

Hours: 60 hours per month (flexible), with an average of 2 days per week, with one fixed half day per week. Please note some months are busier – especially January, April and December.

Remuneration: £25,000 – £28,000 FTE (pro rata - approx. £10,000 – £11,200 per year); paid monthly in arrears.

Location: UK based, remote working with occasional travel for meetings or events.

Reports to: General Manager.

Probationary Period: 6 months.

Date for interviews: Week commencing 20th April 2026.

About the Natural Voice Network

The Natural Voice Network (NVN) is a membership organisation (CIO) which celebrates the power of singing together and supports leaders who share that ethos. We believe that singing is everyone's birthright, and that voices grow stronger, freer, and more connected when nurtured in inclusive, welcoming environments. The NVN supports voice leaders through promotion, resources, events, community connection, and advocacy.

This new staffing structure is being introduced on a one-year trial basis to strengthen the NVN's operational capacity and allow the Trustee Board to focus on strategic development and governance.

Purpose of the Role

The Administrator will play a key role in supporting the smooth and efficient running of the NVN's operations. Working closely with the General Manager, they will manage day-to-day administration, membership communications, events logistics, and financial record-keeping.

They will help ensure that the NVN remains responsive, organised, and welcoming to its members and everyone.

Key Responsibilities

Administration and Coordination

- Support the General Manager with the day-to-day coordination of the NVN's activities.
- Maintain accurate records, files, and databases (including membership and financial information).
- Prepare and circulate agendas, papers, and minutes for Trustee Board and working group meetings in collaboration with the chair and general manager.
- Track progress on agreed actions and support efficient follow-up.
- Support the General Manager to manage and promote funding applications from the membership, such as the ARCH Levy Fund, bursary applications and the Event Subsidy Fund.

Membership and Communications

- Respond to member and public enquiries in a timely and professional manner.
- Manage membership renewals and maintain the membership database.
- Create and distribute newsletters.
- Maintain our social media presence and website content.
- Store NVN songbooks and send out when purchased.
- Assist with the organisation and delivery of NVN events, training, and gatherings (online and in person).
- Website management (in liaison with website hosting company).

Finance and Record-Keeping

- Support basic financial administration including invoicing, payments, and expense tracking.
- Maintain up-to-date financial records in coordination with the General Manager and Treasurer.
- Maintain and store confidential documents and archives.
- Support the preparation of information for reporting and audits.
- Work with Xero (accounting software).

Person Specification

Essential

- Strong administrative experience, ideally in a charity, arts, or membership-based organisation.
- Excellent written and verbal communication skills.
- Proficiency with office software, email marketing tools, and online database systems.
- Strong organisational and time management skills.
- Self-motivated.
- Accuracy, attention to detail, and ability to prioritise.
- A proactive, flexible and collaborative working style.
- Commitment to the ethos and values of the Natural Voice Network.
- Experience working on website maintenance.
- Commitment to equal opportunities.
- Interpersonal skills and patience.
- Not currently a member of the NVN.

Desirable

- Familiarity with website content management systems (e.g. WordPress) and online communications.
- Experience supporting financial or bookkeeping processes.
- Experience working with Xero or other digital accounting software.
- Interest in or understanding of community singing and participatory arts.