Bramber BAKEHOUSE

A LITTLE TASTE OF FREEDOM

Bramber Bakehouse provides women with the confidence, knowledge and skills for a positive future. Our services are designed to support women who've experienced abuse, exploitation or displacement.

Administrator (Services, CRM & Data)

We are looking for a warm, highly organised, efficient and compassionate administrator to support our service team. This is a pivotal role, helping us implement and embed a new CRM system, keeping data accurate and usable, ensuring our admin systems and workflows run smoothly, effectively and safely.

The role involves some direct contact with women we support (mainly by email and phone), so you must be able to communicate sensitively, calmly and professionally with women who may have experienced trauma.

Title:	Administrator (Services, CRM & Data)
Location:	Office-based in Eastbourne, East Sussex (with occasional travel to other sites as required)
Hours:	14 hours per week (2 days)
Salary:	£10,800 per annum (pro-rata, based on £27,000 FTE)
Length:	Permanent
Reporting to:	Service Manager

Role Description

Given the part-time nature of the role, priorities will be agreed weekly with the Service Manager. Core tasks revolve around CRM/data quality and referral administration. Other duties will be delivered by agreement and as capacity allows, so the role remains sustainable and the "must-do" work is completed reliably.

Key Responsibilities

CRM implementation, data quality, workflows and reporting

- Phase focus (first 6 months): Prioritise supporting the implementation and embedding of Cimplify CRM system, including data clean-up and migration, establishing clear ways of working, templates and workflows, as well as supporting the team to use the system consistently and confidently.
- Act as a day-to-day CRM and data champion, supporting staff with basic questions and liaising with the CRM supplier as needed.
- Support data migration and clean-up from spreadsheets and other systems into the CRM, checking accuracy, removing duplication and improving consistency.
- Maintain strong ongoing data quality and housekeeping (e.g. naming conventions, minimum data standards, duplicates, retention/archiving, configuration items, managing users).
- Help design and maintain efficient workflows and light-touch automations (e.g. referral tracking steps, reminders, task prompts, follow-ups), reducing manual admin and improving consistency.
- Create and maintain dashboards and reporting views for different audiences (service team, CEO, trustees, funders) ensuring data is kept up to date and usable.
- Support the regular flow of insight into team meetings and contribute data/metrics for funder and annual reports in collaboration with the Service Manager, fundraisers and the CEO.

Referrals and service administration (trauma-informed)

- Provide practical programme admin support to the service team, as and when possible.
- Monitor shared inboxes, triaging messages, forwarding appropriately and supporting timely, sensitive responses and follow-up.
- Track referrals and service workflows: scheduling calls/meetings, sending emails, using templates and maintaining accurate records.

- Keep mailing lists up to date (including referrer communications where relevant) and send programme updates as required.
- Maintain confidentiality and handle sensitive information with care, following data protection and safeguarding procedures.

Systems, documents and office administration

- Maintain clear filing and information systems (digital and paper), ensuring documents are easy to find and consistently stored.
- Support upkeep of key internal documents and templates (e.g. guidance notes, handbooks, simple policy documents), keeping versions tidy and up to date in collaboration with the Service Manager.
- Arrange meetings and room bookings; take minutes and maintain simple action trackers.
- Order and maintain office and programme supplies, keeping relevant inventories.
- Liaise with IT support regarding wi-fi, hardware or printer issues.
- Support the planning and administration of events (e.g. referrer events/open events/fundraising activities) as and when possible.
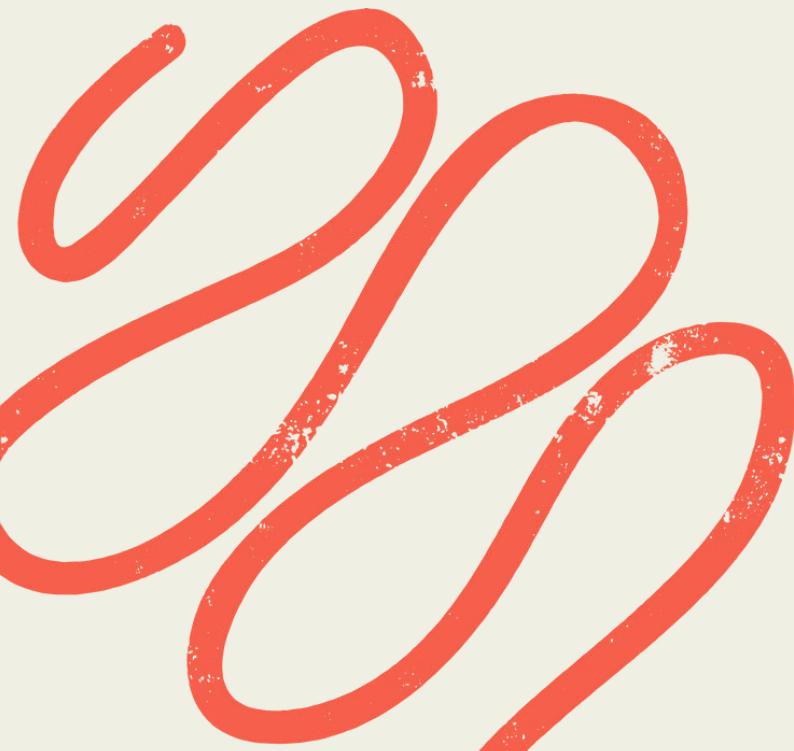
Personal Specification

Essential experience and skills

- Experience in an administrative role, carrying out a variety of administrative and general office duties.
- Strong organisation and prioritisation skills; able to maintain reliable records and systems with a focus on efficiency, quality and accuracy.
- Confident using digital tools (e.g. email, online documents), databases/CRMs/case management systems and AI tools (or confident in learning quickly).
- Strong understanding of confidentiality, data protection and handling sensitive information professionally (both in general and when using AI)
- Strong communication and customer service skills, with the ability to communicate sensitively and effectively (verbally and in writing) with a range of stakeholders.
- Confident working with processes and workflows; able to spot opportunities to streamline, standardise and reduce manual admin.
- Basic analytical confidence: able to pull key data and insights for reporting and decision-making.
- Ability to take initiative and work effectively both independently and collaboratively
- Demonstrates an empathetic approach and commitment to trauma-informed, person-centred ways of working with women who may have experienced trauma.

Desirable experience and skills

- Experience supporting CRM implementation, data migration, and/or setting up dashboards and reporting views.
- Experience improving workflows and building simple automations/templates to reduce admin burden.
- Experience supporting monitoring, evaluation and learning data capture and reporting.
- Experience working in a charity, community, or frontline service setting, particularly with women impacted by trauma, exploitation, abuse or displacement.

Due to the role responsibilities, it is a Genuine Occupational Requirement that the post holder is female, permitted under Schedule 9, part 1 of the Equality Act 2010.

Before accepting anyone for this role, we will ask you to participate in a Basic DBS check.