



Property Care Association
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Administrator

We are looking for a proactive, well organised administrator to join our small, friendly team at our head office in Huntingdon. You will have a wide range of duties supporting our membership, operations and training teams. This role has scope for growth and is an exciting opportunity for someone who has good attention to detail, is people focused and able to work in a fast-paced environment.

About the Property Care Association

The Property Care Association (PCA) is the leading representative organisation for the UK’s building protection industry. Our skilled and audited membership operate across domestic, commercial and civil sectors in the structural repair, structural waterproofing, wood preservation, damp protection, flood remediation and invasive weed control industries.

Focused on the complete building envelope, our members’ expertise protects the integrity and comfort of domestic buildings in both new build and refurbishment projects, guarding against moisture damage, damp, mould and decay. Members also deliver cutting edge techniques to protect commercial and civil structures against water penetration and ground gases, as well using the latest scientific methods to tackle invasive weeds, including Japanese knotweed, across all urban, rural and watercourse environments.

Key Deliverables

Working as part of a growing team, the administrator will have a wide range of duties, providing comprehensive business support to all departments. The role will include organising meetings and audits, maintaining and updating member records and chasing outstanding payments. You will be the first point of contact for office visitors and phone calls and will have excellent customer service skills. You will have excellent attention to detail and be able to act on your own initiative.

	Description of Deliverables	% of time
1.	Membership support <ul style="list-style-type: none"> Collate existing members’ annual returns and highlight gaps in compliance to line manager 	50



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	<ul style="list-style-type: none"> • Coordinate member audits and liaise with the technical team to arrange, process and follow up • Maintain and update the CRM system and member records • Coordinate CPD scheme members' annual submissions and chase as required • Support the Head of Membership to recruit new members • Follow up with potential members to support recruitment 	
2.	General administration tasks <ul style="list-style-type: none"> • Be the first point of contact for visitors, emails and phone calls to the association, answering queries or redirecting calls as appropriate • Raise invoices and chase for payment • Support the Event Manager including issuing event joining instructions and liaising with delegates • General data entry, including marketing databases • General website updates 	30
3.	Operations support <ul style="list-style-type: none"> • Review and process invoices for payment • Ordering office supplies • Coordinating the office calendars including annual leave 	10
4.	Other <ul style="list-style-type: none"> • Work to pre-agreed policies and procedures • Keep records up to date • Propose changes to processes and procedures based on experience • Keep own skills up to date • Attend meetings as requested by line manager • Contribute to other activities as requested by line manager. 	10

Am I suited to this role?

Criteria	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • A Levels, equivalent qualification or equivalent experience 	Degree
Experience	<ul style="list-style-type: none"> • Working within a busy office environment • Supporting others with tasks 	Working within a not for profit organisation

	<ul style="list-style-type: none"> Managing competing priorities. 	
Knowledge	<ul style="list-style-type: none"> Microsoft office 	Working with CRM systems
Skills	<ul style="list-style-type: none"> Excellent verbal and written communication skills Interpersonal and influencing Time management: working to deadlines and prioritising workload Ability to work independently and as part of a team Microsoft office. 	Desire to develop own skills
Other	<ul style="list-style-type: none"> Team player Excellent at building relationships at all levels 	

Further Information

Full time. Part time working will be considered

Permanent

£20 – 25,000 per annum

Reporting to the Head of Membership