SOS Bus Norwich
Registered Charity Number 1208922

Role Description – Board (of Trustees) Administrator

What is the purpose of the role?

The SOS Bus provides a safe space in Norwich during Friday and Saturday (21:15 to approx. 03:30) nights by offering, where possible, support, advice and practical assistance. The service also aims to reduce the number of ambulance call-outs, limit A&E attendances and free up police officer time.

This role is core to the effective and proper running of the charity. The service is run by a Charitable Incorporated Organisation, lead strategically by the Board of Trustees. This role provides practical administrative support to the board.

What does the role entail?

The core function of this role is administrative – attending Trustee meetings to take minutes and assist with task management, arranging meetings/organising the charities' calendar. Most of this can be done remotely, apart from minuting meetings which the Administrator will be expected to attend.

There is the potential for the role to be expanded, into an advisory capacity, if mutually agreed with the Administrator and the Board.

Existing SOS Bus operational volunteers would not be considered for the board administrator role, due to the potential conflict of interests.

What are my responsibilities?

Initial Responsibilities

- Minute Board meetings or ensure another minute taker is available.
- Distribute minutes to Trustees within one week of Trustees meetings.
- Accurately record decisions and actions in the minutes.
- Update actions arising from meeting to the Trustee & Operational Management Committee Plans in MS Planner
- To monitor Trustee Board member action points.
- Update trustees calendar with meetings etc.

Longer Term responsibilities

- To plan and prepare Board meetings with the Chair and others as appropriate. Plan meeting dates, book rooms (if applicable), send out notifications, minutes and other papers.
- Draw up agendas together with the Chair or Vice Chair (we have an agenda planner already in operation).

Do I need any qualifications or skills?

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Qualifications, Skills & Qualities

- You do not need any formal qualifications, however you will need excellent listening, oral and literacy skills.
- You will be very familiar MS Office 365 and able to use it effectively, including: SharePoint, Planner, Outlook, Word and Forms.
- Experience of minute taking or secretarial work be helpful but not necessary however, you will need to be able to take accurate and clear minutes.
- You also need to be organised and able to produce minutes and actions in a timely manner.

Accountability

- The Administrator must be willing to abide by the regulations as defined by the Charities Commission concerning the operation of Charitable Incorporated Organisations (summarised in the convening document of the charity).
- This is not a formal clerk / secretary to the board role, which has significantly increased responsibilities.

Time Commitment

From October 2025, trustees will be meeting 5 times a year (one of those being an AGM). It is estimated this role will include 3-5 hours per month of time, averaged across the year.

Training

General Training

All volunteers are asked to complete core training online (or provide evidence of previous completion) to actively volunteer for the Charity:

- Safeguarding (Adult & Child)
- Data Protection
- Equality, Diversity and Inclusion
- Fire Safety

Role Specific Training

- (Informal) Role planning meeting with Chair of Trustees
- NCVO Supporting Good Governance Training, following 6 months in role.

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This charity takes it safeguarding duties very seriously and undertakes safer recruitment practices and checks for all roles.