

## **Administrator**

**24 hrs per week**

**£17,513.40 pro rata**

## **Job Description**

The administrator is responsible for co-ordinating all administrative tasks which support the organisation. She/he is the initial contact for clients referring themselves to the service and therefore requires a sensitive, sympathetic approach to anyone contacting Safe Space. Client confidentiality is of the utmost importance.

The team consists of 7 members of staff and several volunteers. The administrator is key in enabling good communication between members of staff, volunteers, external agencies/organisations and people looking for support.

The post requires someone who can be flexible with their working hours. Evening work is required. We are currently closed on Friday.

## **Main Responsibilities**

- Co-ordinating and planning administrative support for the organisation.
- Dealing with client, volunteer and staff diary appointments.
- Ensuring information is recorded accurately and communicated appropriately.
- Taking minutes at Board of Directors' meetings.
- Answering the telephone and responding to enquiries.
- Maintaining and updating files, databases, computer software and social media.
- Consulting and collaborating with staff in order to develop relevant and effective administrative systems.
- Contributing to the functioning of the staff team in a positive way.

- Handling and recording Petty Cash.

## **Person specification**

### **Essential**

- Knowledge of the voluntary sector.
- Ability to prioritise own workload.
- Minimum three years administration experience.
- Educated to Higher level or equivalent.
- Experience of working within a team.
- Understanding of the range of administrative tasks required e.g. working with vulnerable people, working with databases; reception duties; minute-taking.
- Ability to organize and present information clearly.
- Confident and competent in using Microsoft Office software, WordPress and social media.
- The ability to communicate effectively with a wide range of people.

### **Desirable**

- Experience of responding to people with sensitive needs.
- A knowledge or understanding of childhood sexual abuse.
- A knowledge of Health & Safety regulations.
- First Aid qualification.