

## JOB DESCRIPTION

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<b>POST:</b>	Office Administrator
<b>MANAGED BY:</b>	Operations Manager
<b>RESPONSIBLE FOR:</b>	Day-to-day running of our office functions, financial admin and ops support
<b>HOURS:</b>	30 hours per week (37.5 FTE), over 4 or 5 days
<b>SALARY:</b>	£22,000 pro rata (£17, 600 actual)
<b>HOURS:</b>	Days, afternoons, evenings with occasional holiday cover

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### **Purpose of the Job**

The Office Administrator provides support to all of The Green House office functions including supporting the Operations Manager and other members of the Senior Management Team. The Office Manager also plays a key part on The Green House' regular financial function.

### **Duties and responsibilities**

#### ***Facilities***

- Supporting with all elements of the day-to-day running of St Agnes Lodge, including ordering stationery, ensuring the kitchen is equipped etc
- Supporting the Ops Manager with all organisational contracts, eg. phone company, or IT support
- Supporting the Ops Manager and Clinical Leads with rotas for the services and St Agnes Lodge
- To support the Clinical Leads and Operations Manager with the set up and management of our outreach centres.

#### ***IT Support***

- To be the first port of call for IT issues with the staff team
- To keep an up to date log of hardware
- To support the Ops Manager with IT projects and developments

#### ***Financial administration***

- Weekly processing of invoices and payments
- Inputting all transactions into Sage, reconciling with the bank account and keeping an appropriate audit trail.
- Setting up payments for authorisation
- Management of petty cash including monthly reconciliation.
- Assisting the Ops manager and CEO in the production of monthly management reports, quarterly reforecasts, annual accounts and regular project-specific reporting
- Assisting in payroll preparation on a monthly basis
- Performing administration tasks associated with the charity's bank accounts.
- Meeting regularly with the Ops Manager and CEO about the finance function

### ***HR administration***

- Supporting Senior Managers with the personnel files
- Day-to-day management of our holiday booking system, in conjunction with Managers
- Supporting Senior Managers with the recruitment and induction of new staff
- Processing DBS checks for staff

### ***Room rental***

- To do all administration related to room hire of our space at St Agnes Lodge

### ***Senior Management Support***

- To support the Senior Management Team Meetings – booking meetings, assisting with agendas.
- To support Senior Management Team with meetings and events as required

### ***Service Administration***

- Occasional cover of Service Administration duties eg. to cover holiday, absence or times when there is no Service Administrator present

### ***General Responsibilities***

- Ensure that all work is carried out in line with Health and Safety and other policies outlined in The Green House Bristol's Employee Handbook
- To contribute to the ongoing development of the organisation by helping to improve systems and procedures
- Work with the team to facilitate effective communication across the organisation
- To undertake other duties as required in keeping with the aims of this post
- Assisting with basic house-keeping requirements

### ***Other***

- Advise Operations Manager
- Contribute expertise and knowledge to organisational discussions. Eg. in the development of systems etc.
- Make good use of 1-2-1s
- Training new staff on systems and day to day procedures.

Although the core duties are set out within this Job Description, a flexible approach to work is essential. The Service Administrator may be required to adapt their working style to take account of changes to working practices.

## PERSON SPECIFICATION

<i>Criteria</i> <i>E=Essential</i> <i>D = Desirable</i>	<i>E/D</i>
<b>Knowledge and understanding</b>	
Knowledge and understanding of the impact of mental health issues/sexual abuse	D
Knowledge of ICT including Internet, and Microsoft Office Excel and Word	E
Knowledge of administrative databases	D
Understanding of importance of office function in small to medium sized organisations	E
Understanding of the charity sector	D
<b>Skills and abilities</b>	
Ability to manage a varied and busy workload	E
Confidence in dealing with a variety of telephone calls	E
Excellent organisational skills and time management	E
Initiative, flexibility and the ability to work without direct supervision as well as part of a team	E
Demonstrated aptitude to effectively work with people with a broad range of differences including their ethnic, cultural and social backgrounds, their gender, age, religious belief, disability and sexual orientation	E
Ability to maintain attention to detail whilst multi-tasking	E
Ability to manage projects day to day, with minimal supervision.	E
Confident in problem solving, including advising Senior Management of arising issues and contribute to solutions	E
Creative and solution-focused approach to work	E
<b>Experience</b>	
Minimum of 2 years' experience in a similar Administrative/Office Management role, or equivalent experience in a role with evidencable transferable skills.	E

Proven experience of using database systems	D
Working within an organisation that deals with sensitive and confidential information	D
Proven experience of overseeing administrative systems	E
Experience of IT hardware and cloud-based systems	D
Experience managing varied workload with competing priorities	D
Experience of developing systems and processes	E