

JOB DESCRIPTION

Administrator

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| Employer: | Family Action |
| Hours: | 7.4 hours (flexibility of working hours to be negotiated) |
| Grade: | Family Action Grade 1 point 6 to 10 |
| Reports to: | Project Manager |
| Location: | 217 Maryon Road Greenwich |
| Function: | To provide administrative and project support to Talking Point Plus, Greenwich |

PRINCIPAL ACCOUNTABILITIES

1. Process incoming referrals to the service as required. Checking referrals are complete and meet basic criteria. Adding information to service user data base and completing relevant correspondence with service users and referrers.
2. Process petty cash and submit returns to central office. Process invoices and any income.
3. Monitor stationery requirements and order as required. Ensure that office equipment and other resources are maintained at appropriate levels.
4. Ensure that the office environment complies with and maintains a high level of Health and Safety standards in accordance with the standards as applies to legislation and liaise with Landlord.
5. Deal promptly, politely and professionally with telephone callers and record calls appropriately following office protocols.
6. Participate in team meetings as requested by the project manager. Record and write up minutes of meetings as required.

7. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people focused**
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services
8. Adhere to Family Action's confidentiality policy and ensure that confidentiality is maintained at all times.
9. Comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
10. Implement the principles of Family Action's equal opportunities and diversity policy and promote positively the principles of the policy amongst colleagues and service users.
11. Comply with Family Action's health and safety policy and data protection policy, and protect the health, safety and welfare of self and others.
12. Work flexibly as may be required by the needs of the service and undertake any other reasonable duties as required.

PERSON SPECIFICATION

Administrator

Essential Requirements:

1. Proven experience of using Word for Windows, Excel and databases, internet and Outlook.
2. Good written and verbal communication skills.
3. Experience of setting up and running administrative systems.
4. Ability to maintain records and collate statistical information. Experience of understanding and imputing data on excel spread sheets, including budgetary information.
5. Ability to work independently, using own initiative and as part of a diverse team.
6. Evidence of organisational and time management skills
7. Experience of maintaining financial systems including the ability to administer petty cash and process invoices.
8. Ability to manage health and safety systems within an office environment and ensure that policies and procedures are adhered to.
9. Ability to work with service users, volunteers and referrers with appropriate courtesy while maintaining confidentiality.
10. Commitment to Family Action's Equal Opportunities Policy and an ability to reflect upon equality and diversity issues take appropriate action.
11. Demonstrate an understanding of safeguarding issues and relevant procedures
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