

JOB DESCRIPTION

JOB TITLE: Administration Support Officer

HOURS OF WORK: 20 hours per week preferably worked over 4 days

RATE OF PAY: £11.81 an hour

PLACE OF WORK: Churchill Bungalow

RESPONSIBLE TO: Charity Executive

MAIN PURPOSE OF POST:

To provide a comprehensive administration service to support the Charity to achieve its vision and mission. This will include being the first point of contact at Churchill Bungalow for visitors, enquiries and telephone and e-mail contacts.

KEY TASKS AND RESPONSIBILITIES:

- To receive and sort the post, respond to face to face, telephone and e-mail enquiries, passing on to the appropriate staff member.
- To record and maintain financial records using Excel Spreadsheet. To include reconciliation of records against bank statements reporting any discrepancies.
- To undertake book keeping duties including paying suppliers, raising invoices, salary payments and banking in a timely manner.
- Process salary payments on advice of Charity Executive.
- To support the staff to undertake weekly food order.
- To be responsible for the AYC minibus, to include booking MOT, tax, insurance, regular maintenance checks.
- To ensure donations are handled appropriately in line with procedures and a prompt response by way of acknowledgement and a thank you.
- To administer DBS applications for new staff and volunteer members.
- To maintain the organisation's training log, to ensure all staff and volunteers are up to date on their mandatory and essential training.

- Responsible for all routine contact with the Charity Commission on behalf of the Trustees and the Management Committee.
- To upload all new young carer referrals to a database, Lamplight.
- To contribute to the safe running of the Bungalow including updating health and safety procedures, risk assessments, testing fire and security alarms.
- Maintaining high levels of confidentiality and security of sensitive and personal information in line with local policies and the Data Protection Act.
- To arrange meetings where required and take accurate minutes.
- To maintain an accurate filing system including an effective recording system for HR records and Policy and Procedure review. To undertake any necessary archiving.
- To keep the website and social media presence accurate and up to date.
- To provide an effective facilities service, to ensure the Bungalow is presentable and operates effectively. This would include maintaining stationery, office equipment, IT trouble-shooting and liaising with volunteers regarding handyman services.
- To attend and contribute to team meetings and contribute to a positive working environment.
- To be committed to personal development through attending mandatory and other relevant training, engaging in supervision and utilising other resources for the benefit of the Charity.
- To be aware of Health and Safety at Work Act and have regard for and contribute to the health and safety of the workplace. To be vigilant and report where necessary any safeguarding concerns in line with local safeguarding guidelines/legislation.
- To promote equality and diversity in all aspects of the work and always maintain professional conduct.
- To comply with all policies and procedures within Andover Young Carers.
- To undertake administrative work in support of the management committee.
- Any other duties commensurate with the grade and falling within the scope of the post, as requested by management.

PERSON SPECIFICATION – Administration Support Officer

Requirement	Essential/Desirable
Knowledge	
IT Literate with knowledge of Microsoft Office including Excel and Word software.	E
An understanding of the impact on a child/young person from having a caring responsibility.	D
Experience	
Working in an administration position for at least 12 months.	E
Experience of developing and maintaining effective relationships with suppliers, organisations and other contacts	D
Working within a charitable organisation.	D
Skills	
Self-motivated with the ability to take initiative and ownership	E
Excellent communication skills both verbal and written.	E
Effective record keeping and reporting skills.	E
Excellent time management skills and ability to work to deadlines.	E
Excellent planning and organisational skills.	E
Personal Qualities	
Committed to anti-discriminative practice.	E
Committed to health, safety and welfare of themselves and others.	E
Effective professional boundaries.	E
Circumstances	
Hold a clean driving licence and has the use of a car.	D
Be flexible to the needs of the Charity, including evenings and weekends when required.	E