

Job Description

JOB TITLE	Head Office Assistant 25 hours pw worked Monday to Friday £12.71 per hour + 8% employer pension
RESPONSIBLE TO:	Operations Manager Chief Executive Organisational Development Programme Board
JOB PURPOSE:	To support the core Head Office functions of Administration, Information and Advice, Finance and Operations by providing support to teams to efficiently manage key tasks.
OVERALL AIMS:	To ensure our charity offers a friendly, efficient and effective response to all our stakeholders.

This job description is not exhaustive and is intended only as a guide to the range of activities associated with the post.

The role is based in a semi-open plan office which accommodates the main head office functions for our charity. The small, friendly team share the building with a charity shop and Information and Advice Service and some additional projects.

The role includes regular and occasional work in every aspect of charity administration, finance and development and offers an excellent training and development opportunity in charity administration or an opportunity to bring work experience built up from varied roles.

Working together with colleagues leading on Administration, Information and Advice, Finance and Operations you will work to a schedule to include regular tasks, cover for other colleagues and some ad hoc support. The role involves a wide range of tasks with an interesting and varied working day.

Main Duties:

1. Service Administration and Communications:

Providing administrative support to our Live Stronger for Longer Falls Prevention Service:

- Supporting service delivery systems and events with administrative support
- Creating engaging content for social media promoting LSFL
- Working with the team to create quarterly and annual reports using Canva, Word and Excell.
- Creating engaging materials for training, promotion and recruitment for the service

2. Service Administration

Providing administrative support to the Crisis Resilience Fund Service

- Supporting service delivery systems to record referrals and grant payments
- Working with the Finance Team to make grant payments to clients and record expenditure
- Monitoring referral data and providing reports as required
- Promoting the service to referral agencies

3. Reception Service Delivery:

To support the Administrator with cover and ad hoc support:

- To answer telephone calls in a friendly, efficient style forwarding calls to key staff or taking messages as appropriate

- Responding to Information and Advice telephone enquiries taking basic caller information and forwarding the call to the Information and Advice Service team, signposting to other services or taking key information as a message
- Taking Footcare enquiries and booking of changing appointments
- Responding to general email contact to the organisation and forwarding to appropriate staff or services
- Handling all incoming and outgoing mail including dating incoming mail and franking outgoing mail
- Processing internal mail distribution
- Maintaining a shared diary for head office staff

4. Administrative Support to Head Office Functions:

- To provide occasional, ad hoc support to the CEO including support to small projects with developing resources, sourcing and purchasing and organising meetings.
- Support to the Finance team including:
 - Correspondence
 - HR processes
 - data entry
 - inputting invoices and payments
 - preparing payments
 - filing
 - scanning and archiving
- Managing resources and office supplies ensuring equipment and supplies are readily available, accessible and used effectively
- Providing an effective and creative monitoring and support service to capture and recognise the value of our volunteers

Additional duties:

1. Systems and Procedures:

To support the Administrator:

- To administrate volunteer recruitment including processing role applications, reference and security checks, communication and data management
- To administrate staff recruitment including advertising, responding to enquiries, setting up interviews and confirming appointment
- To compile and maintain training, annual leave, sick-leave and other leave records across the organisation

2. Reporting:

- To assist the CEO and other Head Office staff in compiling and distributing internal and external reports including the use of databases, spreadsheets, presentation of information and binding

3. Data management:

- To accurately record management information providing regular reports and as requested.

General:

1. Communication:

- To provide a friendly, approachable 'face' of Head Office for all internal and external contacts

- To attend twice yearly 1:1 review meetings with the Operations Manager
- To communicate in a clear and logical way with all stakeholders
- As part of a small E-communication team, monitor and respond to e-communication with social media
- To communicate effectively with key colleagues to ensure tasks are completed efficiently
- To maintain the highest levels of professionalism in handling confidential data, information and disclosures from individuals, organisations and services.
- To work within AUKDD policies and procedures

2. Training and Development:

- To actively engage with training and personal development opportunities to extend areas of knowledge and develop expertise

3. Health and Safety:

- To work within AUKDD policies and procedures and to assist colleagues in the effective management of risk

4. Work skills:

- To work in a positive and friendly manner with other work groups in AUKDD, external partners, funders, and older people and to ensure the effective use of skills, resources, time and effort
- To work in a way that ensures we meet the standards of dignity and compassion every older person deserves and should expect from Age UK Derby and Derbyshire

Person Specification

The ideal candidate will be friendly and have a cheerful, positive approach to colleagues and work tasks and to learning new skills and routines.

The ideal candidate will have:

- ✓ Good administration skills
- ✓ Good data input skills with good levels of efficiency and accuracy
- ✓ A self-starter with good self and time-management skills
- ✓ An attention to detail and an ability to work to required standards and procedures without close supervision
- ✓ An ability to process information and to communicate this effectively to a wide range of people
- ✓ Good verbal, aural and written communication skills
- ✓ A friendly and positive approach to working within a mixed team and in multi-disciplinary environments.
- ✓ An interest in the wellbeing of older adults and carers.
- ✓ A commitment to the ideals and values of Age UK Derby and Derbyshire.

Ideally candidates will also have:

- ✓ Experience in the use of social media
- ✓ Experience of all main administrative and IT equipment and packages
- ✓ Experience of Canva design package

But full training can be provided.

This post involves access to all areas of our Head Office accommodation. You are welcome to contact us for an informal chat or visit to consider any access issues you may have.