

## **ADMINISTRATION OFFICER**

### **JOB SPECIFICATION**

<b>Job Title:</b>	<b>Administration Officer</b>
Salary:	£19,500 (30 hours weekly)
Location:	Office based
Responsible to:	Operational Manager

#### **Role Overview**

To provide a wide range of administrative duties.

The Administration Officer will work in liaison with the Senior Management Team, volunteers, and the staff team to ensure the smooth running of HOPE for Autism. The role requires a flexible approach in response to the varied aspects of the job. It is essential that this post has an understanding of confidentiality at all levels of operation across the organisation. The role involves office-based administration and some financial tasks.

As a key point of contact for internal and external enquiries, you will possess a professional and friendly manner at all times. Excellent communication and organisational skills are essential.

Proficient in the use of Microsoft Word, Excel, Power Point and Outlook, in addition to prioritising tasks and record and documentation management.

#### **Key responsibilities**

##### **Administrative:**

- Ensure effective communication and co-ordination within the team and when in liaison with other agencies.
- Deal appropriately with all enquiries, checking the HOPE email account, website enquiries, answering machine messages daily. Ensuring re-routing, where necessary, of correspondence and phone calls.
- Carry out the secretarial and administrative tasks necessary for the smooth operation of the service, including printing, collating and circulating information packs, newsletters and marketing documents.
- Maintain the database and keep records/statistical information, update office records, members information packs and files.

- To provide administrative work for the Management Team, including timely preparation of agendas & minutes for Management meetings.
- Manage staff time sheets to ensure remuneration is appropriate to hours achieved.
- To assist staff, the board and volunteers by carrying out a range of administrative tasks.
- Maintain adequate filing system for finance and admin information.
- Maintain room and staff booking systems or events as required.
- Support the organisation and management of training/promotional/fundraising events. Keep attendance/evaluation records, and support facilitator/s.
- Assist the Operational Manager and Autism Lead to ensure effective processing of HR and recruitment information
- Manage the database to include the updating of membership and annual renewal of organisation members, data cleansing, input and retrieval (statistics and financial reports).
- Managing and supporting the organisations GDPR systems
- To attend regular meetings with the Management Team.
- Administer social media accounts when necessary
- Tasks relating to monitoring and evaluation for all services including collating statistical and evaluation information on activities of the service (using various data collection methods).
- Ordering and controlling supplies of stationery and office equipment within budgets established for these items.
- Support the production of quarterly evaluation reports for funders, the Board of Directors and for NLC
- Collating and writing of annual organisation surveys and subsequent reports
- Converting information into formats suitable and accessible to service users and to meet with the organisations communication policy, i.e. visual resources, braille, large print, audio tape
- Maintain an appropriate system to store and manage all digital/IT resources and equipment
- Support the maintenance of HOPE's marketing and merchandise materials, including a stock control system
- To support staff and volunteers to maintain group staffing levels by ensuring PGV documentation is dealt with in a timely manner.
- Perform other duties as reasonably directed.

### **Financial**

- To comply with all financial management policies and contribute to all updates
- Responsible for the some of the day-to-day financial monitoring processes of the organisation including but not limited to raising purchase orders, some processing of invoices, petty cash, payment of bills through BACS transfer, processing and paying staff expenses. Some monitoring and control of Pay Pal and Just Giving.
- Liaise with external auditors, prepare all files for annual audit, main point of contact to clarify all audit points.
- Update, maintain and manage the membership database, this includes an element of credit control to ensure all outstanding debts are settled.
- Other ad-hoc projects and duties as reasonably required.

## **Other responsibilities**

- To work in safeguarding legislation and policies for children and vulnerable adults at all times
- Seek to improve personal performance and knowledge and skills by pursuing personal development necessary for the effective performance of the role and to undertake any training and professional development as and when required
- Facilitate and attend both internal and external meetings where required
- Work within and be familiar with HOPE for Autism policies and procedures
- Notify your manager of any occurrences which may affect the service or reputation of the organisation
- Work flexibly so as to maintain the most appropriate level of service provision, respond positively to organisational change and development.
- Undertake other duties as reasonably required by HOPE for Autism

## **Directly Working with HOPE's Members:**

- To work, and interact with HOPE's members and those seeking support in a way that acknowledges an understanding of the issues for which support is being sought
- To receive new referrals to the service.
- To co-ordinate assessments of new referrals to the service.
- To appropriately manage calls coming into the organisation.
- To respond appropriately in crisis situations to any family or person who approaches the service in need of help and support.

## **General:**

- Contribute positively to the ethos of HOPE for Autism by understanding, upholding and working within the values, aims, and objectives of HOPE for Autism
- Adhere at all times to the relevant legislation, good practice, and HOPE for Autism policies and procedures, including Health and Safety, confidentiality and Equal Opportunities
- To undertake any training and professional development as and when required
- Represent the organisation, raise HOPE's profile and promote HOPE's cause
- Maintain professional boundaries at all times
- To undertake any reasonable duties, commensurate with job title, as may be determined by the Operational Manager.
- Occasional evening/weekend work may be required.

## **Training**

- You will be required to undertake Autism Informed, Child Protection and Adult Protection training at the time of your induction.
- You will identify and participate in training and continual professional development and assist your line manager in understanding your training needs.

## Person Specification: Administration Officer

Qualifications, Training & Relevant Experience	ESSENTIAL	DESIRABLE
Good general level of education	✓	
At least 2 years' experience working in an environment requiring similar knowledge and skills.	✓	
Administration qualifications	✓	
Knowledge and understanding of autism or capacity to acquire such an understanding	✓	
Experience of working in the charity sector		✓
Experience of using financial databases and/or other database management systems		✓
Competencies	ESSENTIAL	DESIRABLE
Ability to work with standard office equipment and IT systems.	✓	
Strong working knowledge of Excel.	✓	
Experience of working with and using MS Teams and Zoom		✓
Good written and verbal communication skills	✓	
Ability to prioritise and work within teams to achieve shared objectives	✓	
Comfortable with various social media platforms (Facebook, Twitter, Instagram) and able to update social media accounts	✓	
Personal Qualities	ESSENTIAL	DESIRABLE
Committed, effective, cooperative.	✓	
Acts with integrity and respect when working with individuals and agencies.	✓	
Able to form effective working relationships with members and colleagues	✓	
Drive and determination to provide the best possible service for autistic people and their families	✓	
Commitment to the values of HOPE for Autism	✓	
Special Requirements	ESSENTIAL	DESIRABLE
Ability to work outside normal working hours	✓	