

Admin Ninja (or Administrator if you'd prefer)*

SALARY: £23,865-26,967

HOURS: Full-time 35 hours per week. Monday-Friday 9am-5pm with occasional evening and weekends. This is a permanent role with a 6 month prohibitory period.

LOCATION: Hybrid – Positive Help office (currently George Street, Edinburgh) and home

ANNUAL LEAVE: 35 days p.a. including public holidays

TRAINING: Positive Help cares about your development. You will receive training on our Admin systems and statistics trackers, Salesforce CRM system and Quickbooks accounting package. You will also be trained in how to take a trauma-informed approach to your work, Understanding HIV and Hepatitis, and the effects of Stigma and Prejudice. There will be opportunities to achieve First-Aid at Work qualification. Further training and development opportunities are agreed upon through regular supervision to help you progress.

MENTORING AND SUPPORT: We have a number of Professional Supporters who help us maintain the website, SEO and Salesforce. Working with them is part of this role to help you progress in the specialism to ensure the organisation meets its goals.

SUPERVISION: Support and supervision is provided on a regular basis for all staff and volunteers. It is important to Positive Help that we support individual and team wellbeing, helping us to maintain good standards of practice and service quality, and therefore is an inherent part of our governance process.

BENEFITS: Choose your job title* - are you an Admin Ninja or Administrator, or something else? Discounted Edinburgh Leisure membership as part of the wellbeing support to staff and volunteers, free drinks/snacks in the office, social opportunities with staff and volunteers. See the difference you are making every single day.

PENSION: 6% Employer pension contribution

About Positive Help:

Positive Help supports people living with HIV and /or Hepatitis C to live well in the community. To help them achieve this, staff and volunteers provide them with a range of support services and enable them to access appropriate healthcare, social work and community services. Many of our service users have complex needs and experience a variety of social inequalities. Our staff and volunteers work with adults and children to connect them with the relevant resources in their community.

Positive Help is committed to ending the discrimination and disadvantage of people living with HIV and Hepatitis. By joining Positive Help you will be part of our contribution towards the national strategy aimed at ending HIV transmissions in Edinburgh.

About the role:

As Positive Help grows and develops, we are looking for an **Admin Ninja/ Administrator** to grow with us. The position will suit a proactive person who can ensure our administration systems are running smoothly, create efficiency and therefore help support our charity to thrive. We are looking for someone who has excellent administration and organisation skills. You will be the welcoming voice on the phone and will communicate with a wide variety of people including Service Users, volunteers, and professionals making referrals.

You will work closely with colleagues to ensure requests for our transport service are recorded accurately. You will help people remember their appointments through texts and calls in association with the Support Officer.

You will feel comfortable working online and be open to learning new skills. You will manage the charity's administration, communication and finance systems. You will be responsible for undertaking day-to-day admin duties and carrying out accurate weekly recording of income and expenditure, payment of invoices and volunteer expenses. You will ensure all income and expenditure is accurately filed on our computer-based accounting system and help prepare the figures for our annual accounts.

Thorough induction training will be given in-house and external training can be provided as part of your development plan including First-Aid at Work.

MAIN DUTIES:

Administration Duties

- Reception duties and being first point of contact for calls, messages and emails
- Create driving schedules for our transport service
- Assist with taking referrals for service users and processing details
- Update and manage the online CRM system and statistic trackers
- Administration duties regarding the recruitment of volunteers
- Establish and maintain procedures to help us reach our goals
- Manage supplies and provisions required for services and the office
- Allocate tasks for our Office Support volunteers

Finances

- Manage the weekly bookkeeping and bank reconciliations through Quickbooks
- Responsible for arranging payment of invoices and volunteer expenses
- Arrange banking of income and tracking of BACS from funders
- Monitor and maintain the petty cash systems

Communications and Fundraising Administration

- Ensure Positive Help is active on our social media accounts
- Assist with maintaining the website on WordPress
- Assist with writing reports to funding bodies
- Work with Fundraiser to create and maintain accurate records of all fundraising activity

General

- Share responsibility for being a key-holder.
- Share responsibility of out-of-hours mobile/contact system
- Assist other team members with any tasks relating to service provision when required

PERSON SPECIFICATION

Essential

- Excellent organisational skills
- Proven administration skills
- Excellent verbal and written communication skills
- Proficient in the use of Microsoft Office suite/Microsoft 365, G Suite/Google Workplace and other IT applications
- Good keyboard skills with attention to detail and accuracy
- Effective time management skills with an ability to solve problems
- Ability to work with numbers and money
- Desire to learn new skills and help our organisation to develop
- Understanding of the importance of confidentiality and following boundaries in working with people with complex needs
- Empathy with the needs of people affected directly or indirectly by HIV and Hepatitis C and commitment to the aims and objectives of Positive Help

Desirable

- Experience of managing social media accounts
- Experience of bookkeeping and using online accounting systems
- Experience of using Salesforce or other CRM system
- Experience of managing a website/Wordpress site

All appointments will be subject to two satisfactory references and a PVG check.