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| **ADMINISTRATOR** **SALARY:**  **£24,820 – £ 28,046 per annum****HOURS: Full-time (35 hours per week)** **LOCATION**: Hybrid – Positive Help office (min 3 Days) and home. **ANNUAL LEAVE**: 25 days annual leave plus 10 public holidays on a pro-rata basis **SUPPORT AND SUPERVISION**: Support and supervision are provided on a regular basis for all staff and volunteers as part of our governance arrangements and ensuring individual and team wellbeing, maintaining good standards of practice and a positive organisational culture.  **PENSION**: Employer pension scheme with matched contribution of up to 6% |

**About Positive Help**:

Positive Help is a registered charity committed to supporting individuals affected by HIV and Hepatitis C, and enabling them to live well within the community. Our mission is to counter health and social inequalities by providing direct support services, encouraging community connections, and enabling personal independence / resilience.

**Role Overview:**

As an experienced Administrator you will ensure smooth administration systems, fostering efficiency to support the charity's functions. Working as part of a team, you will serve as the primary point of contact, communicating with service users, volunteers, and professionals. Working closely with colleagues, you'll ensure accurate recording of service requests / referrals and provide reminders for appointments. Comfortable with online tools, you'll oversee administration, communication, and finance systems, ensuring accuracy in recording income and expenditure.

**Hours of Work:**

The hours of this role will be 9 – 5 Monday to Friday, with an unpaid hour for lunch. There may be very occasional evening and weekend work.

**Accountable to:**

The CEO.

**Key Responsibilities:**

Administration:

* Manage reception duties, handling calls, messages, and emails.
* Coordinate supplies and services for the office.
* Collaborate with occasional Office Support volunteers.

Finances:

* Maintain weekly bookkeeping and bank reconciliations using Quickbooks, tracking income and expenditure.
* Process invoices and volunteer expenses.

Communications and Fundraising Administration:

* Support staff with social media accounts.
* Assist with record keeping for fundraising activities.

General:

* Share responsibility as a key-holder.
* Assist team members with service provision tasks.

**Person specification:**

Essential:

* At least 2 years experience in an administrative role.
* Understanding of, and alignment with Positive Help's mission.
* Empathy and commitment to confidentiality when working with individuals with complex needs.
* Strong organisational and administration skills.
* Proficiency in Microsoft Office suite, G Suite, and other IT applications.
* Experience in financial administration.
* Desire for continuous learning and organisational development.

Desirable:

* Experience of volunteering or working in the Independent (voluntary / third) Sector.
* Knowledge of bookkeeping and online accounting systems.
* Familiarity with Salesforce or other CRM systems.
* Knowledge of social media and website management e.g. WordPress.

All appointments are subject to satisfactory references and a PVG check.

**Key contacts**

* Staff team, working closely with the Support Officer.
* Volunteers.
* Service Users.
* NHS, Social work, Education and independent sector professionals.
* Funders and grant making bodies.

**Key result areas**

* Self-organisation and effective time management.
* Efficiently managing a varied workload.
* Being an effective team player.
* Attention to detail and accuracy in recording information.
* Demonstrative problem-solving abilities.
* Maintenance of up to date administrative and recording processes.