



Administrator

Salary:	£25,210-£29,042 Pro rata (£17,507-£20,168 depending on experience)
Working hours:	25 hours per week.
Reporting to:	The Chief Executive Officer (CEO) of The Welcoming, or their delegated post holder
Responsible for:	Part-time caretaker

Purpose of the role:

This post aims to work closely with the CEO and the two Leads and support the Welcoming staff by providing efficient and effective administration and HR and managing the part-time caretaker.

Administration

- Manage the reception desk, welcome visitors, answer the phone and door, and inform service users about our services and activities.
- Manage the info@ and admin@ inboxes, respond to enquiries, and/or forward them to the appropriate staff members.
- Support with registering service users and volunteers and producing statistical data for reporting purposes.
- Provide secretarial support to the CEO whenever required.
- Provide support to the Welcoming staff in all aspects of their administrative and HR needs.
- Order office supplies, including stationery, toner and other sundries.
- Liaise with suppliers and The Welcoming external IT support firm.
- Ensure the office cleanliness is up to standard and that staff are supported to do their daily business in a good working environment.
- Ensure staff meetings are organised and agenda items are circulated at least two working days before the meeting.
- Maintain the organisation's Salesforce and provide weekly statistical reports to data users.
- Ensure the office has a stock of tea, coffee, toiletries and other consumables.
- Ensure refreshment is available for in-person board meetings.
- Maintain appropriate records for equipment inventories.
- Recruit, induct, supervise and coordinate reception volunteers.
- Liaise and supervise the caretaker.
- Administer the list of participants for the Welcoming Community Fridge.
- Administer the referral process for emergency vouchers.
- Managing petty cash and supporting financial processes

HR

- Maintain a centralised HR filing system
- Ensure employees' disclosure forms are stored securely
- Maintain staff personnel records and staff absence records, prepare sessional staff contracts and deal with all personnel and recruitment procedures
- In consultation with the Chief Executive Officer- CEO, put processes and procedures into place to ensure consistently high health & safety and employee welfare standards
- Advise line managers and other employees on The Welcoming's employment policies and procedures

Provision of information to the public

- Provide information in response to enquiries from the public or staff.
- Maintain up-to-date information and library resources relevant to the organisation's work.



- Maintain and update information notice boards.
- Carry out any other duties determined by the CEO or their delegated post holder, who will manage the post.

Decisions Made in the Course of the Job

- Safeguarding the confidentiality of information (Data Protection Act/GDPR)
- Determining daily work patterns/priorities in consultation with the Director.

Supervision and Support Received: The post holder will receive regular supervision from the Director in accordance with the Terms and Conditions of service. The post holder will be expected to attend staff meetings, training courses and meetings deemed appropriate to the programme's function.

Person Specification

Essential	Desirable
Education and Qualifications	
<ul style="list-style-type: none"> • Minimum Higher National Diploma (HND) in Business Studies, Administration or equivalent. • Evidence of commitment to professional development. 	
Experience	
<ul style="list-style-type: none"> • Minimum three years in Office Administration or Human Resources. • Dealing with suppliers. • Health and Safety at work • IT skills. 	<ul style="list-style-type: none"> • Demonstrated knowledge and experience of working with Microsoft Office. • Experience in Salesforce or similar CRM package or willing to learn. • Working in the voluntary sector
Knowledge, skills and attributes	

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| <ul style="list-style-type: none">• Excellent communication and interpersonal skills, writing and speaking clearly and being understood by those with English as a second language.• Good experience in Human Resources and knowledge of employment law.• Ability to work positively with people from different backgrounds sensitively and respectfully.• Experience in Salesforce or a similar package• A positive, professional 'can do' attitude.• Excellent organisational and time management skills.• Excellent IT skills, including Microsoft Office.• Ability to formulate new ideas, adapt, or use existing ideas in a new or unexpected way.• Ability to work in an office environment that often demands high levels of concentration while coping with frequent interruptions• Ability to work independently and as part of a team• Willingness to work flexible hours, including some evenings and weekends• Commitment to the vision and the values of The Welcoming | <ul style="list-style-type: none">• Experience working in a BAME or refugee organisation. |
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