Job Description

Job Title – Administrator **Line Manager:** Chief Executive Officer

Job Purpose

To maintain efficient administrative systems for the Charity and provide office and admin support to the CEO.

Key Responsibilities

- To work closely with the CEO and provide administrative support to all staff as required
- Develop and streamline admin processes, ensuring standards are maintained and improved
- To use a variety of software packages such as Microsoft Word, Excel, Outlook, to produce correspondence and documents; input accurate data into databases and other documents
- To enable adults who have learning disabilities with office-based duties

Duties and Responsibilities

- First point of contact for carers/parents, volunteers, customers and trustees. Dealing with incoming mail, deliveries, email and telephone calls.
- Produce correspondence, documents and spreadsheets. Database updating, inputting of data and producing current family contact list.
- Weekly Health and Safety checks. Liaising with management on any compliance issues.
- Assist with the organisation of meetings, taking/circulating agendas and minutes
- To greet visitors and ensure they are signed in and out.
- Maintaining the office filing system (manual and computerised) and auditing where necessary.
- Maintain an up to date file of equipment warranties, manuals, renewals and inspections.
- Keep an accurate record of data protection/permission forms.
- New starter administration
- Updating and maintaining staff, and worker records/contracts and other communications.
- Processing and dispatching customer orders with finance/media officers.
- Completing NYCC contract paperwork regularly.
- Regular updates to staff/trustees.
- Staff cover in office/workshops.
- Banking and petty cash.
- Review updates on charity sector/local authority issues and brief CEO/trustees
- Maintain and circulate documentation for trustee meetings and AGM
- Manage 100 Club Fundraiser
- Administration and organisation for outside events and sales
- Liaison with stockists of workshops' products

Other Responsibilities

- To represent Jennyruth Workshops at external events
- Attend quarterly reviews with line manager
- To attend weekly staff meetings.
- To attend specialist training courses as deemed appropriate by CEO.
- **To carry out any reasonable request from the CEO as appropriate.**

Person specification - Administrator

The post requires someone who enjoys keeping things in order and likes being part of a team. It is important that you have strong administrative and organisational skills and are flexible in order to meet the demands of this varied role. The person will need to be a good communicator, have a warm personable manner, remain positive, professional and show sensitivity and empathy when dealing with staff, workers who have learning disabilities, and volunteers.

Qualifications & Training

- An excellent standard of written and spoken English to GSCE or equivalent at Grade C or above.
- Maths GSCE or equivalent at Grade C or above
- Excellent IT skills including, Microsoft Word, Excel, Outlook and knowledge of databases.
- Proven experience in administration
- Experience of working with adults who have learning disabilities desirable but not essential

Experience and key skills

- Excellent interpersonal, written and verbal communication skills.
- Ability to work accurately with attention to detail.
- Enthusiastic with a 'can do' attitude and real desire to add value.
- Proactive and self-motivated with good time management skills.
- Show an understanding of the sensitivities of working with adults who have learning disabilities and their families.
- Financially aware – and comfortable working with numbers/figures.
- Understanding and ability to carry out the role in compliance with the Charity's Equal Opportunities Policy.

The post is subject to a criminal record check via the Disclosure and Barring Service.

Jennyruth Workshops reserves the right to reasonably amend or to add to this job description to accommodate any changes in the Charity.