**Wood Street Mission**

**Job Description**

**Administrator**

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| **Responsible to** | Senior Administrator |
| **Purpose of post** | To undertake all administrative duties and contribute to the smooth running of the office |

Main tasks

1. To contribute to a professional and welcoming front of house service which responds promptly to the general public, service users, referrers, donors and contractors and find constructive solutions for enquiries (door, phone, email and social media) and to build positive relationships.
2. To record and file all activities including bookings, appointments, referrals, orders, deliveries, donations, expenses, returns and visits and contribute to the smooth running of the office.

As required

1. To assist with the operation of financial systems including donations, petty cash, receipting, expenses and banking.
2. To input referral and donor data into the database and assist with the production of monthly, quarterly and annual reports as required and contribute to the data backup system
3. To contribute to updating mailing lists and standard letters where necessary
4. To correspond, as directed, with all stakeholders by email, letters to donors and social media. To frank and post all agency mail daily.
5. To contribute to publicity activities e.g. flyers, posters, mailshots, website and other media.

Generally

1. To support a safe working environment.
2. To attend and participate constructively in staff meetings, supervision and appraisal
3. To implement Wood Street Mission Policies and guidelines as set out in the staff handbook
4. To undertake training as agreed with your manager
5. To work flexibly and undertake such other work appropriate to the post as may be assigned by your manager

**Wood Street Mission**

**Person Specification**

**Administrator**

**The Administrator will have;**

Good standard of education including minimum GCSE’s or equivalent in Maths and English with A Levels/ further education desirable.

Experience of office systems

An understanding of basic accounting principles

Excellent organisation skills.

A good attention to detail

Excellent interpersonal skills

Excellent IT skills including Microsoft Office (Word, Excel, Powerpoint, Publisher), Databases, Email and Social Media

**The Administrator will be;**

Able to communicate at all levels verbally and in writing to a standard necessary to be effective in work.

Able to treat clients, donors, staff and volunteers with respect, dignity and in a confidential manner

Able to keep clear and accurate records

Able to work well within a team

Work alongside and support volunteers

Willing to adhere to the aims of Wood Street Mission and follow all policies and guidelines

Able to follow directions and work on own initiative

Willing to prepare, attend and contribute to Staff Meetings, Supervision and Appraisal sessions

Willing to undertake training to develop knowledge, skills and confidence

Willing to be flexible to meet the demands of the workplace, including flexible hours and venues.

**Hours;** Set out in contract

**Basic Salary;** Set out in contract

**Other Contributions;** Workplace Pension available

**Annual Leave**; 22 Days and Statutory Bank Holidays. Occasional discretionary days.