

Job Description: Administrative Officer**Organization:** Adanna Women's Support Group**Location:** Redbridge London**Reports to:** Operations Manager**Salary:** London Living Wage+**Contract Type:** 18 Hours**Role Purpose**

The Administrative Officer is the backbone of our daily operations. In this role, you will provide essential support to our team and the women we serve, ensuring that our office runs smoothly, our data is accurate, and our communications are professional and empathetic. You will be the first point of contact for many, embodying the values of empowerment, safety, and inclusivity that define our charity.

The Administrative Officer ensures smooth office operations by managing daily administrative tasks, supporting staff, and maintaining records. Key responsibilities include handling correspondence, scheduling & managing meetings bookings, ordering supplies, and maintaining databases, requiring strong organizational, communication, and Microsoft Office skills.

Key Responsibilities**1. Office Coordination & Logistics**

- Manage the "front door" (digital and physical), triaging enquiries with empathy and directing them to the correct specialist support. Act as the primary point of contact for enquiries via phone, email, and in-person visits.
- Manage office supplies, equipment maintenance, and vendor relationships.
- Coordinate and manage room bookings for 1-2-1 advice/support sessions, workshops, and support groups.
- Ensure the office environment remains a safe, welcoming, and organized space.
- Maintain membership of the Foodbank for issuing food vouchers once approved by the manager
- Client Support: Handling incoming calls, emails, and greeting visitors.
- **Scheduling:** Organizing meetings, taking minutes, and managing calendars.

- **Logistics & Supplies:** Ordering office stationery and maintaining office equipment.
- **Communication:** Acting as a point of contact for staff, clients, and suppliers.

2. Data Management & Compliance

- Maintain and update the CRM database (Charity Log and excel) with accuracy and high levels of confidentiality.
- Assist in the preparation of reports for board meetings and grant funders.
- Ensure all administrative processes comply with **GDPR** and the charity's safeguarding policies.
- Handle sensitive documentation related to service users with the utmost discretion.
- **Documentation & Data:** Updating records, filing, and managing databases
- **Maintain and update the policies and procedures for the organisation** including safeguarding, GDPR, confidentiality and health and safety. Ensure staff training is up to date in these areas and reviewed annually

3. HR Admin Support

- Track petty cash for coffee morning milk and biscuits purchases.
- Support the recruitment process by posting job ads, scheduling interviews, and onboarding new volunteers and paid staff.
- Organize staff meetings, take minutes, and track follow-up actions.
- Keep track of annual leave and sick days for staff and ensure they complete the back to work fit note documents
- Provide logistical support for internal meetings and training sessions

4. Communications & Events

- Assist with the production of newsletters, flyers, funders reports and social media updates.
- Provide administrative and logistical support for all our activities and events and community outreach programs.
- Manage the planning of major BHM and IWD events, redirect generic incoming emails and distribute information to the relevant people.
- Manage the updating of the website and social media handles with new activities and various third party websites such as Redbridge FiND, IWD website, LBBD family directory. Etc

- Maintain and update the contact list for organisational mailings including partners/collaborators, speakers, schools & children's centres
- Maintain participant records and programme documentation. Collate feedback post events and write a summary of each event including attendance, feedback, and lessons learnt

5. Volunteer & Team Support

- Assist with volunteer coordination and onboarding for the Befriending programme and other volunteers
- Help maintain staff and volunteer records.
- Carry out DBS checks

Required Skills and Qualifications

- **Proficiency:** High competency in Microsoft Office Suite (Word, Excel, PowerPoint) and office management software.
- **Organization:** Strong multitasking and time management abilities.
- **Communication:** Excellent written and verbal communication skills.
- **Experience:** Previous experience in an administrative or office role is typically required.
- **Education:** GCSEs and A'levels or equivalent is standard, though a bachelor's degree in Business Administration or related field may be preferred.

Person Specification

Attribute	Essential Criteria	Desirable Criteria
Experience	2+ years in an administrative or office coordination role.	Experience working within the non-profit or charity sector.
Skills	Proficiency in MS Office (Word, Excel, Outlook) and CRM systems.	Experience with Canva or basic web CMS.
Values	A strong commitment to women's rights and social justice.	Understanding of trauma-informed care principles.
Attributes	Exceptional organizational skills and attention to detail.	Ability to handle high-pressure or sensitive situations calmly.
Communication	Excellent written and verbal communication skills.	Multilingual skills (relevant to the local community).

Why Join Us?

- **Impact:** Your work directly enables our frontline staff to focus on supporting women in need.
- **Culture:** Work in a supportive, female-led environment that prioritizes wellbeing.
- **Benefits:** 28 days holiday, pension scheme, flexible working hours

Note on Equality: Adanna Women's Support group is an equal opportunities employer. Due to the nature of our work and the vulnerable women we support, this post may be subject to an Occupational Requirement under the Equality Act 2010.