



KENSINGTON AND CHELSEA SOCIAL COUNCIL

JOB DESCRIPTION

JOB TITLE:	Administrator
REPORTING TO:	Office Manager
HOURS:	Part time - 28 hours per week
SALARY:	£ 27,757 (pro-rata) £22,205
CONTRACT:	Permanent
LOCATION:	Hybrid working currently, to be reviewed on an ongoing basis (we reserve the right to change these arrangements at any time)

Main purpose of the role

- To provide administrative support in the running of KCSC's office and activities.
- To maintain accurate attendance records on the database and update and maintain membership details.
- To provide administrative support to social prescribing programme My Care My Way using Charity Log.
- Respond to general enquiries from service users and the general public as required.

Events/Training

- Lead on supporting the delivery of KCSC events, training workshops and KCSC's Annual General Meeting. Take meeting actions and sending out pre-event and post-event communications.
- Use the CiviCRM database, website and other media to promote and publicise KCSC's external events to encourage maximum take up.
- Produce feedback forms, collate data and support the team with monitoring and reporting.

Communications

- Ensure that the processes for managing communications and events work smoothly.
- Work with the Data and Comms Officer to keep the website and database up to date including the routine administration of the database and website.
- Support the work of the DCO in communication with stakeholders.

Co-ordinate the WARM Network (Apr – Sept 2026)

- Coordinate and facilitate the Wellbeing and Resilience Mentor (WaRM) Network, which supports local voluntary sector staff and volunteers to deliver high-quality money guidance and referrals for residents experiencing financial hardship.

- Liaise with key national partners, including the Money and Pensions Service (MaPs) and Feeding Britain, and act as a central point of contact for Kensington and Chelsea's voluntary and community sector (VCS) around financial wellbeing resources.
- Promote access to training, funding and networking opportunities that support organisations working with people at the sharpest end of the cost-of-living crisis.

Support for Health & Wellbeing Programme – My Care My Way

- Manage the NHS Self-Care email inboxes.
- Process all referrals to the Self-Care Programmes via Charity Log in a timely and accurate manner and ensure all appropriate information is received. Liaise with referrers and providers if information is insufficient.
- Act as the key point of contact for referrers and the contracted providers with regards to referrals.
- Provide Charity Log training and support to providers and partners.
- Use data collected on Charity Log to make recommendations on service-delivery changes and payments adjustments and carry out changes once approved.
- Support Project Officers with monthly monitoring when required.

General

1. Promote the role of KCSC and support its overall aims and activities.
2. Utilise KCSC's website and social media as a tool for communication with stakeholders as required.
3. At all times, work within KCSC's policies and procedures.
4. Receive regular supervision from the line manager for the role and attend training courses as required.
5. Work outside of normal office hours on occasional evening or weekends as required.
6. Undertake any other duties as requested by the line manager for the role that are commensurate to the post.

See next page for Person Specification

Person specification

	Essential	Desirable	Verified by
Qualifications/Training			
At least 5 GCSEs Grade C or above including English and Mathematics, or equivalent qualifications.	√		Application form/Certificates
Other Skills and Experience			
Other relevant qualification, e.g. NVQ/BTEC/Degree.		√	Application form/Interview
Experience of providing effective administrative support to a range of people and functions within an organisation.	√		Application form/Interview
Experience of planning and administering a range of training and learning activities and forums.		√	Application form/Interview
Experience of producing content for different communication channels (including website, social media, email etc.).		√	Application form/Interview
Competencies			
ICT - Excellent level of IT and use of Microsoft office, website and database.	√		Application form/Interview/Test
Planning – Plan ahead. Develop and implement action plans.	√		Application form/Interview
Networking/Partnership – Organise and facilitate networks and partnerships.		√	Application form/Interview
Communication (written and verbal) – High level of accuracy. Communicate appropriately to others. Contribute to meetings. Write clearly and simply. Present data clearly.	√		Application form/Interview
Values and culture – Have a positive influence on culture and values within the organisation and reflect those positive values externally with stakeholders.	√		Application form/Interview