



St Hilda's East is a vibrant, multi-purpose community organisation providing a wide range of lifechanging services and opportunities for local people of all ages experiencing social isolation and economic disadvantage – pre-school activities and youth projects, support for older people, legal advice, a food co-operative, volunteering and training placements.

Founded in 1889 by the Guild of the Cheltenham Ladies' College, we now work across 2 sites within the London Borough of Tower Hamlets – our large community centre in Shoreditch and our Day Centre for older people serving the diverse community of Shadwell. In 2024, we are celebrating the 135th anniversary of St Hilda's East by raising our profile and strengthening links with our supporters.

See www.sthildas.org.uk for more information.

JOB DESCRIPTION

JOB TITLE: Administrator

REPORTS TO: Head of Operations

SALARY: £30,000

HOURS: 37.5 hours per week Monday to Friday

ANNUAL LEAVE: 25 days plus bank holidays

LOCATION: Office based at 18 Club Row, E2

Job Purpose:

This is a fantastic opportunity to work for a thriving and extremely busy community-based organisation. The post holder will lead the development and ensure the smooth running of administrative procedures and assist with facilities and financial management.

Responsibilities:

Administrative Support:

- I. Develop, maintain, document and improve SHE's administrative systems across both centres
- II. Develop and maintain our use of Beacon database for monitoring and reporting on outputs and for communications with service users and supporters
- III. Provide administrative support to the Senior Leadership team, particularly in relation to the HR function and minuting meetings.
- IV. Review and update policies and procedures where their focus is administration
- V. Provide holiday and lunch time cover for the receptionist.
- VI. Support the effective and secure use of IT hardware and software across the organisation.
- VII. Support the development of our website and its maintenance.
- VIII. Oversee and support SHE volunteers and interns working in administration.

Financial Operations:

- i. Post routine transactions on Quickbooks such as sales and purchase invoices, matching payments, and bank reconciliations.
- ii. Prepare payment of purchase invoices, salaries and pension contributions and chase customers for overdue payments.
- iii. Ensure the smooth running of our petty cash systems.
- iv. Assist in preparation of the monthly payroll and the annual audit
- v. Update bank mandates and administer the opening of new bank accounts to maximise interest opportunities

Facilities Management:

- i. Review our existing contracts and negotiate new contracts to achieve good value for money.
- ii. Organise day-to-day repairs and maintenance of our premises and equipment.
- iii. Assist in the development and implementation of health and safety procedures
- iv. Lead on the letting of office space, including advertising vacancies and negotiating leases
- v. Develop procedures for room hire and associated diary management
- vi. Deal with issues regarding the use of premises by SHE staff and other groups

General Responsibilities:

- I. Participate positively in regular supervision, appraisal, and training and networking events
- II. Ensure that all SHE policies and procedures are adhered to, particularly those relating to safeguarding, confidentiality, health and safety, equal opportunities, and the environment
- III. Undertake any other duties that may be required which are commensurate with the role

PERSON SPECIFICATION

1. Previous experience of implementing financial procedures and controls, ideally in a small organisation and ideally including previous experience of using bookkeeping software.
2. Recent experience of improving administrative systems.
3. First rate negotiation and written & verbal communication skills.
4. An excellent attention to detail with the ability to maintain high levels of accuracy in posting information on QuickBooks, recording and filing information and handling cash.
5. High levels of competence in the use of IT, including the ability to troubleshoot software issues, develop fit for purpose spreadsheets, uploading website content, and producing reports from databases.
6. Ability to work co-operatively as part of a team and on one's own initiative
7. A friendly and welcoming disposition and a commitment to SHE's mission, vision and values.
8. The ability to use one's creativity and research skills to solve problems.
9. A flexible approach to work with the ability to work to manage a busy workload with multiple deadlines.
10. Previous experience of establishing or improving digital administrative systems.
11. An understanding of the importance of and a commitment to implementing good practice around equal opportunities.