

Job title:	Administrator
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Hope and Vision Communities is a small charity providing supported, move-on accommodation for people who have successfully completed residential rehabilitation. We have a Christian ethos, where everyone can be loved and accepted with a sense of belonging, with the hope and opportunity of a new life. We are growing to expand who we can help to other geographical areas.

We are looking for an Administrator to work closely with our management team to assist, develop and manage the Charity administration to support the team across all its operations. If you are excited by this opportunity and helping us and being a crucial support for Hope and Vision Communities to take us to the next stage in our growth, we would love to hear from you.

In return we will give you support to succeed, a great group of people to work with and the chance to make a real difference to the people we support.

Name of Job Holder:

Starting Salary: £13,000-14,000 (£26,000 -28,000 Pro rata)

Reporting to: Head of Operations and Development

Responsible for: Administration

Key Relationships: Senior Team, Residents, Donors, Supporters and Ambassadors, other staff/volunteers,

Date: November 2024

MAIN PURPOSE OF JOB:

- To support the senior staff team with administration across its operations.
- Develop and improve administration systems, processes and effectiveness.
- To keep office documents organised and accessible.

MAIN OUTCOMES OF THE JOB:

OUTCOME	ACTIONS
Improving organisation and efficiency of the organisation	<ul style="list-style-type: none"> • Entering, retrieving and maintaining data in databases. • Scheduling, arranging meetings appointments and events. Managing Calendars, including absence, sickness and leave. • Taking notes and minutes at meetings. • Organising and keeping Records up to date and easily accessible.
Developing the quality and effectiveness of the service	<ul style="list-style-type: none"> • Utilising service user feedback. • Compiling resident stories and testimonies to demonstrate our impact. • To be involved in the development and delivery of systems and processes to

OUTCOME	ACTIONS
	continually improve our service. <ul style="list-style-type: none"> • Actioning relevant actions from these meetings and supervision • Attending training as appropriate and/or necessary
Effective and efficient communications with stakeholders and the public	<ul style="list-style-type: none"> • Handling correspondence, answering phone calls, management of the admin@ and info@ emails and other forms of communication. Responding to queries, incoming referrals. • Managing Mailchimp and producing documents to be shared externally. • Compiling and creating a quarterly newsletter to be shared with the public and our supporters in collaboration with the Head of Operations and Development and senior team.
Effective project management	<ul style="list-style-type: none"> • Assist the senior team with taking responsibility for specific projects and tasks.

ADDITIONAL RESPONSIBILITIES

- Any other task, as directed, commensurate with the grade of the post.

Working conditions (e.g., hours of work, any travelling required etc):

- Part Time (20 hours) per week, permanent post – Further potential to become full-time role.
- 25 days annual leave per year pro-rata, plus bank holidays.
- You will be expected to travel within the local area as part of your role.
- Pension in line with government auto-enrolment legislation.

This job description is not meant to be exhaustive and is subject to annual review and amendment, by consultation.

PERSON SPECIFICATION

Job Title: Administrator

QUALIFICATIONS & EXPERIENCE	ESSENTIAL	DESIRABLE
Relevant qualifications and or experience in administration tasks.	*	
Demonstrated experience of using CRM systems, Mailchimp, 365, Outlook and Teams.	*	
Demonstrated experience of administrator roles.	*	

KNOWLEDGE, SKILLS & ABILITIES	ESSENTIAL	DESIRABLE
Competent in computer use e.g. Microsoft Word, Excel, Outlook, PowerPoint etc.	*	
Ability to present written and verbal information clearly, accurately and to a standard appropriate for external presentation and communication	*	
Ability to establish and maintain information systems, keep accurate records and produce basic statistics	*	
Ability to plan and prioritise your own workload, including setting and meeting deadlines	*	
Ability to work well within a team and independently	*	
Ability to set boundaries, challenge appropriately and to manage conflict positively and constructively	*	
Understanding of issues faced by those recovering from addiction		*
Ability to deal with people patiently, sensitively and in a non-patronising way	*	
Multi-tasking skills	*	
Understanding of confidentiality	*	
Current driving licence	*	
Demonstrated commitment to the vision, mission and values of the organisation, including adherence to the Christian ethos	*	
Demonstrated commitment to upholding and promoting equal opportunities	*	
High personal and professional standards	*	
Ability to recognise and deal with stress	*	
Willingness to work some unsocial hours including weekends		*
Support of a local church and/or 12-step/recovery Group		*