

Job Description

Office Administrator (Full-time)



Carers
Hub
Lambeth



About the role

We are seeking a dynamic and organised **Office Administrator** to join our team. To manage the overall running of the Carers' Hub, including overseeing HR admin, implement policy and procedures, including Health and Safety, maintain administrative processes, manage stakeholders, serve the trustee board, and work closely with the Carers' Hub team in the implementation of events and projects.

The Office Administrator role is a new position that will provide a wide variety of operational support to the Carers' Hub Leadership Team as we develop our offer and increase the number of carers who access our services. This job description will be reviewed on a regular basis and may be subject to change, particularly as the needs of the charity change.

Main purpose of the role

- Responsible for office management including liaising with utility suppliers and taking responsibility for health and safety in the Carers' Hub office.
- Responsible for equipment management, keeping an up-to-date asset list, liaising with suppliers, making sure all staff have equipment needed to complete their work i.e. phones systems, laptops, and mobile phones.
- Responsible for procuring office supplies, including stamps.
- Responsible for bookkeeping and maintaining efficient and accurate financial accounts & bookkeeping records
- Responsible for IT systems including Google drive, ensuring intellectual property is secure, staff have relevant access and corporate assets can be accessed by all.
- Supporting Carers' Hub's events, managing correspondence with event attendees, procuring event equipment and resources.
- Support the Operations Manager with organisational policy reviews and development
- Support CEO and Trustees by setting up meetings, providing agendas, board papers and minutes, booking venues and refreshments, whilst maintaining confidentiality.
- Support internal communications as directed by the CEO/Operations Manager.
- Provide occasional management support for Carers' Hub's sessions when the Operations Manager is unavailable.
- Support the CEO and Operations Manager with recruitment admin
- Be responsible for ensuring the appropriate and effective use of our CRM (Charity Log) including data cleaning, raising concerns and being a key point of contact to our carers and the team.

Administrative Support

- Answer telephone calls professionally and confidently and take accurate messages;
- Be the first point of contact for our general inbox, responding to general queries and ensuring that new referrals are added to the database and actions set to the relevant member of staff
- Update the Carers' Hub database with information from referral forms and scan and attach documents to files;
- Send out text reminders to carers for upcoming activities
- Other ad hoc admin tasks

Financial administration

- Receive and process invoices for payments to/ from suppliers.

- Maintain efficient and accurate computerised financial accounts & bookkeeping records (the organisation currently uses Xero) including the upkeep of the records management with regular reconciliation activity according to standard processes.
- Liaising with and responding to enquiries from colleagues, suppliers, and partners.
- Process employee expenditure claims, including liaising with staff to process expense claims accurately and timely.
- Keeping fixed asset records up to date
- Support the Operations Manager in reporting back to budget holders (Young Carers & Adult Carers Team Leaders)

Communications and partnership working

- Provide effective admin support for our partnership work, e.g. attend meetings, take notes when appropriate, arrange venues/agendas
- Build and maintain close working relationships with delivery partners, particularly Age UK Lambeth, Disability Advice Service Lambeth, CSN and Pohwer, the organisation's Connect Lambeth partners.
- Foster good communications throughout the organisation, with partners and with relevant external agencies and funders.
- Share appropriate signposting information on Basecamp and ensure all information on the platform is current and relevant, prompting staff to keep information up-to-date, data cleaning, etc

Working within the Carers Hub Team

- Provide effective admin support to the team
- Work with the Carers' Hub team to ensure feedback forms and other relevant evaluation tools are completed and uploaded to the system (CRM, google forms, etc.) after monthly groups, activities, and other ad hoc events
- Work collaboratively with the rest of the team on joint activities for carers in Lambeth

Other

- Undertake training and continuing professional development, as agreed with the CEO.
- Undertake all duties in line with Carers' Hub's policies and procedures.
- Attend and contribute to Carers' Hub team meetings and events.
- Work collaboratively with the wider Carers' Hub team to maximise resources, results and impact of our collective work.
- Be willing to travel around Lambeth and at times work remotely.
- Be available for occasional weekend and evening events.
- Undertake any other appropriate duties commensurate with this post.
- Act at all times in accordance with all Carers' Hub policies and procedures.

Person Specification

(If you think you could do the role but do not meet all of the specification points below, we would still like to hear from you)

<p>Attitudes and Values</p> <ul style="list-style-type: none"> • Drive and energy to achieve the mission of Carers' Hub Lambeth. 	Essential
<ul style="list-style-type: none"> • Demonstrates kindness and integrity in working relationships. 	Essential
<ul style="list-style-type: none"> • Understanding of the ethos of charities and not for profit organisations. 	Essential
<ul style="list-style-type: none"> • Understanding of the needs and aspirations of carers. 	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Experience of working in a busy office with a strong customer service ethos 	Essential
<ul style="list-style-type: none"> • Ability to work effectively within and between teams to achieve common objectives 	Essential
<ul style="list-style-type: none"> • Experience of using systems for data entry and reporting 	Essential
<ul style="list-style-type: none"> • Experience of providing coordination and administrative support 	Desirable
<p>Skills</p> <ul style="list-style-type: none"> • High standards of accuracy and attention to detail 	Essential
<ul style="list-style-type: none"> • Strong numerical and organisational skills with a systematic approach to problem solving 	Essential
<ul style="list-style-type: none"> • Excellent written and verbal communication skills 	Essential
<ul style="list-style-type: none"> • Extensive IT skills 	Essential
<ul style="list-style-type: none"> • Excellent time management skills with the ability to prioritise, plan and organise day to day activities ensuring that deadlines and objectives are achieved 	Essential
<ul style="list-style-type: none"> • Good interpersonal skills, confident and professional telephone manner 	Essential
<p>Personal Attributes</p> <ul style="list-style-type: none"> • A team player with a positive outlook and strong work ethic 	Essential
<ul style="list-style-type: none"> • The ability to use own initiative and know when to seek advice 	Essential
<ul style="list-style-type: none"> • Acts with professional integrity at all times 	Essential
<ul style="list-style-type: none"> • Committed to high standards of quality and seeks to improve systems and processes 	Essential

<ul style="list-style-type: none"> • Ability to develop and maintain strong, effective and professional working relationships 	Essential
<ul style="list-style-type: none"> • Flexible and receptive to change 	Essential

We are an Equal Opportunities Employer

We are particularly keen to ensure that our staff reflect the diverse nature of the communities in which we work. Applications from carers, disabled people, the LGBTQ+ communities, people from ethnic minority backgrounds, South London residents and people who share lived experience with our service users are very warmly welcomed. We will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by person specification.

How to apply



Stage 1

Please complete an application form and return by **9am Friday 9th August**.

Email: Send your application to recruitment@carershub.org.uk

Stage 2

Shortlisted applications will be invited to attend an interview. Interviews will take place at **336 Brixton Road on Thursday 15th August**.

Stage 3

Job offer will be subject to satisfactory references and a DBS check

For more information before applying

If you would like to have an informal chat to find out more about the organisation and the role before making an application please contact our CEO at alice@carershub.org.uk.



Carers Hub Lambeth is a registered charity: 1182120
And a registered company, limited by guarantee: 11403363