



A Network Partner of
CARERS TRUST

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JOB DESCRIPTION

Post:	Centre Administrator
Salary:	£28,000 (plus cost-of-living pay increase, pending)
Reporting to:	Business and Board Support Manager
Hours:	35 hours per week
Annual Leave:	29 days per annum plus statutory holidays
Location:	Sutton Carers Centre, Benhill House 1 st Floor, 12-14 Benhill Avenue, Sutton, Surrey, SM1 4DA, but the post holder may be required to work in other locations across the London Borough of Sutton or surrounding areas to fulfil the remit of the post or be asked to undertake some home working.

Sutton Carers Centre is an independent Charitable Company as well as a Network Partner with *Carers Trust*. Sutton Carers Centre Board of Trustees and Directors will employ the post-holder.

Main Purpose of Post:

To oversee the Centre and Office administrative function to ensure the smooth and efficient day to day running and delivery of an efficient, friendly Centre. The post holder is responsible for reception, information (including outreach) and administration systems, and supporting the reception and administration volunteers.

Principal Tasks:



General Office & Administration

- To manage a number of email inboxes, replying to emails in a timely manner and directing specific queries to relevant staff.
- Provide administrative support to the charity's teams if required, including scheduling meetings, managing correspondence, and maintaining records.
- To ensure the smooth and efficient running of Centre appointments and Centre information, advice and support and information provision.
- Responsible for overseeing general ICT functions including liaison with the external ICT suppliers, ensuring “housekeeping” and maintenance of MS operating systems, telecoms, and so on, and supporting staff to be self-sufficient as needed.
- Maintain and develop office systems, both paper and electronic.
- Ensure the maintenance and development of distribution lists.
- To ensure the servicing of internal meetings and the efficient organisation and servicing of external meetings and events, as appropriate.
- To ensure the maintenance of all office equipment.
- To order kitchen supplies, stationery supplies and publications as required.
- To oversee Centre repairs, maintenance and operational liaison with landlords.
- Organise, attend and take minutes at meetings, which may be after office hours upon occasion.
- To oversee the incoming post processes.

Reception and Information

- Being first point of contact for the reception and administration volunteers, agreeing tasks and offering day-to-day support as required to ensure a welcoming and friendly service for Carers and visitors to the Centre.
- To provide reception cover as required.
- Provide information and support both on the phone and to personal callers at the Centre, including Carers, as required.

Staff Responsibilities

- To be the first point of contact for the contracted office cleaner, and to liaise with the cleaning company as required.
- To be the first point of contact for other operational partners such as the ICT support companies, tradespeople, landlords and so on.

Finance and Statistics

- Assist in maintaining accurate financial records, including processing invoices, tracking donations, and ensuring correct documentation for audits.
- Support fundraising activities by processing donor correspondence, Gift Aid claims, and issuing donation receipts.
- Work closely with the Central Services team to prepare monthly reports and handle petty cash, alongside the Finance Consultant.

Human resource Responsibilities

- To assist in the recruitment and support of the administration and reception volunteers.
- To maintain up-to-date staff and volunteer records and track volunteer hours.
- To assist in the recruitment of paid staff.
- Responsible for the administration of Safeguarding procedures for staff and volunteers i.e. DBS checks, signing off volunteer recruitment packs, processing references and application forms, collating quarterly monitoring and any other relevant actions to ensure compliance.
- To use the electronic HR system to maintain and report on staff holiday, sickness records, TOIL records and special leave records.

Policies and Procedures

- Participate in the production of organisational policies and procedures.
- To enter and maintain company documents on the company HR system.
- Carry out the above duties with due regard at all times to the Equal Opportunities, Confidentiality and all other policies and procedures of Sutton Carers' Centre.

Governance

- Assist in preparing materials for Trustee meetings, taking minutes, and circulating documentation as required.
- To assist the Senior Leadership Team (SLT) with the maintenance and development of Quality Assurance Systems.
- To maintain company documents on the company HR system.

Outreach and Communications

- Assist with the planning and administration of fundraising events, including managing event logistics, liaising with volunteers, and coordinating communication with donors and participants.
- Help to create and order marketing materials such as newsletters and leaflets, to promote events and campaigns.

Other Duties

- Participate in personal supervision, training and personal development as required.
- To maintain current and accurate personal knowledge of Carers' issues and any statutory or legislative changes.
- Undertaking the role of First Aider and Fire Marshall.
- Actively implementing the charity's Equality, Diversity and Inclusion Policies in all aspects of the work.
- To participate in staff meetings, staff forums and training events.
- To be flexible with your availability for working hours, as the role will include very occasional, weekend and evening work, for which you will receive TOIL.
- To work as part of an overall team, contributing to the development of the Centre and participating in activities, fundraising and promotional events.

- To undertake other duties as appropriate to the post, as agreed with your Line Manager.

This Job Description is not prescriptive; it outlines the key tasks of the post-holder and is subject to change in consultation with the post-holder.