



Operations and Admin Assistant Job Description

Role: Operations and Admin Assistant

Hours: 21 hours (*Essential Workdays: Wednesday*)

Salary: £22,836.45 (FTE)/ **£13,701.87 (Part Time, 21 hours per week)**

Reports to: Operations Manager

Location: On site. 6-9 Manor Gardens, London N7 6LA

Purpose of the Role

The Operations and Admin Assistant will support the Operations Manager in ensuring smooth and efficient functioning of the Baobab Centre, assisting with administrative, operational, advocacy and fundraising tasks that support the Centre's work with young asylum seekers and refugees. This role requires an organised, resourceful individual with strong communication and IT skills, who is committed to Baobab's mission of supporting vulnerable young people.

Key Responsibilities

1. Administrative Support

- Assist with daily office operations, including answering phones, greeting visitors, and maintaining a welcoming environment.
- Monitor the Centre's general email inbox and respond or forward communications as needed.
- Maintain and update the database with contact information, attendance records, and other essential data.
- Manage petty cash, office supplies, and assist with routine office errands (e.g., Post Office runs).
- Support the scheduling and setup of meetings, including Zoom links and refreshments.
- Assisting with filing and sorting hard copies of documents.

2. IT and Technical Support

- Assist with basic IT troubleshooting and provide staff support for minor technical issues.
- Ensure that shared digital filing systems are accessible, organised, and updated regularly.
- Assist staff with using online platforms, including Microsoft Office365

3. Social Media and Communications

- Support the Centre's social media presence by creating, scheduling, and monitoring posts across various platforms.
- Assist in producing and editing content, including graphics, to support Baobab's online communications and community engagement efforts.
- Coordinate with the Operations Manager to amplify the voices of Baobab's community members.

4. Operations Support

- Support the Operations Manager with health and safety tasks, such as maintaining incident records and assisting with routine risk assessments.
- Assist with coordinating projects for community members, such as the Mentoring Project or other youth engagement initiatives.
- Maintain and monitor the office and clinical spaces to ensure they are safe, tidy, and functional.

Address: 6-9 Manor Gardens London N7 6LA **Tel:** +44(0)20 7263 1301 **Email:** info@baobabsurvivors.org

Charity No.: 1135407 **Company Number:** 06816297 **Clinical Director:** Sheila Melzak BSc, MSc, Dip Anna Freud Centre, Member A.C.P.

Trustees: : Dr Felicity Dirmeik (chair), Dr Elspeth Carruthers, Otman Charaf, Dr John Clark, Holly Hemming, Dr Tony Jaffa, Lenke Kiss, Dr Gill Martin, Souzette Mutombo, Dr Eithne Nightingale, Herman Otto.

- Assist with updating the annual leave tracker and ensuring that all staff members have updated their annual leave and TOIL forms accordingly.
- Assist with generating and issuing new annual leave forms to all staff members before the end of the current financial year (March 31st).

5. Fundraising and Event Support

- Provide delegated support for fundraising activities, such as compiling basic information for applications or assisting with event coordination.

Person Specification

Essential Skills and Qualities:

- Strong administrative skills, with proficiency in Microsoft Office365, Outlook, and basic database management.
- Excellent organisational skills and attention to detail.
- Ability to handle confidential information sensitively.
- Clear verbal and written communication skills.
- A friendly, respectful approach to interacting with young people, staff, and visitors.
- An interest in mental health, human rights, and refugee issues, with sensitivity to cultural diversity.

Desirable Skills and Qualities:

- Experience with social media management and graphic design tools (e.g., Canva).
- Previous experience in a support role within a charity or community organisation.
- Familiarity with project coordination or fundraising basics.