

JOB DESCRIPTION

Job title: Senior Administrator (Maternity Cover)
Reporting to: CEO
Location: Islington, London EC1 (Hybrid working available)
Hours: 2.5 days per week (hours can be worked flexibly)
Salary: £13,000 per year (£26,000 for a full-time employee)
Contract Type: Fixed Term (one year)
Holiday: 16.5 per year, this includes bank holiday allowance (33 days per year for a full time employee)

About OCD Action

We have a vision of a time when OCD is well understood and everyone gets the treatment and support they need when they need it. With the OCD community, we are fighting for this.

Until that day arrives, our aims are:

- 1) that everyone affected by OCD has access to the high-quality support, information and guidance they need to enable them to access the right treatment;
- 2) that no one affected by OCD feels that they must face it alone.

To do this we provide a helpline, over 50 support groups, online forums and a range of youth services.

Job Purpose

To be a primary point of contact for OCD Actions' members, supporters and donors, ensuring communications are effectively managed and responded to via email and phone. To support the effective operations of OCD Actions services, through the provision of administration support. To be responsible for maintaining our key databases and systems and financial/fundraising records. To support with office and facilities management.

Responsibilities

Communication Support

- Monitor and respond to phone calls from members of the public regarding OCD Action and our services and functions ensuring all enquiries are overseen to resolution for the caller.
- Manage email queries from our administrative inboxes, ensuring all queries are overseen to resolution for the customer.
- Receive and process mail and deliveries.
- Lead the process for members, supporters and donor mailings.

Financial and fundraising Support

- Process income, entering this into our fundraising CRM, banking income and thanking donors through our CRM, ensuring financial records are maintained accurately and kept up to date.
- Process Invoices and input these into our finance system (QuickBooks)
- Liase with the (volunteer) director of Finance, and CEO during financial reporting periods ensuring they have the financial information they require.

Services Administration

- Process DBS Checks if required
- Manage effective volunteer Recruitment, by responding to enquiries from volunteers and maintain a database of potential volunteers
- If needed manage services inboxes
- Maintain key services databases

Other

- Support with office and facilities management
- Administer Charity events and meetings.
- Work within OCD Actions policies and procedures and the law.
- Attend team meetings.
- Undertake other duties, appropriate to the role of Office Administrator and to the needs of OCD Action, as directed by your line manager.

PERSON SPECIFICATION - ADMINISTRATOR

	Essential	Desirable
Experience & Education	<ul style="list-style-type: none"> • Experience of handling incoming calls to an organisation from a wide variety of callers • Experience of being in an administration role • Experience of Database management 	<ul style="list-style-type: none"> • Experience in a small Charity environment
Skills & Knowledge	<ul style="list-style-type: none"> • Adept at communicating verbally with a wide range of people. • Excellent written communication skills. • Exceptional organisational skills. • Good numerical skills • Good IT skills including the ability to use Excel and databases, and to learn unfamiliar packages quickly and effectively. • Ability to work within the bounds of confidentiality. • Excellent interpersonal & listening skills. • Ability to think and work independently when needed. • Have an excellent attention to detail. 	<p>Good understanding of excel</p> <p>Experience of Charity CRM's</p> <p>Experience of inputting into Accounting Systems (ie quickbooks)</p>
Values and Attributes	<ul style="list-style-type: none"> • Committed to fighting for better access to treatment and support for people affected by OCD. • Ability to empathize with those affected by mental health conditions. • Flexibility and willingness to go the extra mile in order to support a thriving community. 	

Benefits

We aim to make working for OCD Action, work for you. We have a range of benefits including:

Holiday entitlement: 25 days leave (pro rata) in addition the 8 days statutory bank holiday allowance (pro rata) is added to part-time team members leave allowance, to ensure you benefit from this allowance whatever your working pattern.

Flexible working: You can work with your line manager to arrange your working pattern. As long as your key work responsibilities are covered and you attend core meetings, we are flexible about working hours and patterns (please note: due to our safeguarding arrangements we don't permit weekend working as part of a planned pattern of work).

Homeworking/blended working: This role does require you to be in the office once every other week. Beyond this however we are flexible about your home / office working pattern.

Equality, Diversity & Inclusion

Equality, diversity and inclusion is core to our organisational mission. We are fighting for equality of access to treatment for everyone affected by OCD, ensuring everyone gets the support and treatment they need, when they need it. We aim to lead by example. We believe that diversity drives improvement and creativity. This fosters the environment needed to ensure we can do and be the best we can for the OCD community.

We actively employ, and pro-actively seek to employ people with lived experience of intersectional disadvantage. We do this because we are committed to a diverse and inclusive team and to building an environment in which we can constantly learn.

Accessibility and Questions about this role: We want working with us and applying to work with us to be the best opportunity it can be for you. Therefore, if you would like to apply, but have concerns, questions or you feel there is a part of the application process or the way the role may function which could be a barrier please email us to discuss. Where possible we will work with you to make reasonable adjustments. You can email us on info@OCDAction.org.uk.

Reviewed July 2024