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## **Shoreditch Trust Administration Officer - Role Description and Person Specification**

**Reports to:** Organisational Support Manager

**Salary:** £24,000

**Probation period:** 3 months

**Hours:** 35 per week (Full time)

**Contract:** Permanent

**Based at:** Shoreditch Trust office, 12 Orsman Road, N1 5QJ, but may be required to attend at other Shoreditch Trust locations

Shoreditch Trust is a charity, which supports and empowers communities to improve their health and wellbeing through working in a person-centred way. Our initiatives empower people to make choices about their health and wellbeing by providing people with practical experience, a fresh perspective, skills, knowledge and motivational support towards healthy living.

### **Purpose of the post**

As the Administration Officer, you will play a vital role in enabling the smooth operational running of the organisation, supporting the core support team, senior leadership team and finance team, acting as a point of contact for staff.

The Administration Officer leads on the day-to-day coordination of the office and satellite sites, and supports across the organisation on routine IT & finance tasks.

The role is ideally suited to individuals with an interest in working in a vibrant office environment and an appetite to develop strong administration skills. Good organisational and communication skills are essential, as is the ability to hold a multitude of tasks simultaneously.

### **Job Description**

The work plan and financial and organisational support timeline act as the detailed description of tasks, responsibilities for this post.

The work plan is primarily divided into the following priority areas:

#### **1. Office Administration**

- Ensure the Administration Officer work plan is managed to ensure deadlines are met, carrying out regular and ad hoc tasks in a timely manner;
- Assist the Organisational Support Manager in organising office activities and operations to secure efficiency and compliance to organisation policies;

- Process and respond promptly to incoming communications (post, telephone, email, face to face), accurate message taking, copying and distributing information as necessary;
- Assist with management of tasks undertaken by contractors;
- Track stock of office supplies and place orders when necessary;
- Input data and archive documents;
- Undertake administrative tasks for meetings including preparing documents, booking venues and taking minutes;
- Liaise with suppliers and engineers for office maintenance, equipment and services; Attend regular training and development opportunities to maintain an up-to-date knowledge of risk management, policy development and governance.

## **2. SLT and Governance Administration Support**

- Provide day to day administrative support to a busy senior leadership team (CEO, Deputy CEO and Directors) including maintaining diaries, scheduling and arranging meetings
- Support CEO to prepare and issue papers for Board and sub-committee meetings, as well as minuting meetings;
- Maintain and keep updated the policies required for the Trust to operate such as the Trustee and Staff Handbook and ensure board information on the website is updated;
- Support the CEO's Company Secretary role, including maintaining accurate records for Companies House and the Charity commission and collating information for the CEO's quarterly reports;
- Diarise and prepare for board meetings and away days including room bookings and set up.

## **3. Specific Responsibilities for financial administration:**

- Support the CEO, Deputy CEO, Organisational Support Manager and accountant on the day-to-day management of the financial programme;
  - Petty cash handling, credit card purchase management
  - purchase invoice distribution and collation
  - casual staff timesheet collation
  - weekly banking
  - till changes and cash up
- Provide monthly and quarterly information to accountants including credit card, petty cash, and expenses breakdowns.

## **4. Specific Responsibilities for IT:**

- Provide SharePoint induction for new staff;
- Liaise with IT contractors when asked to and support the Organisational Development Manager to manage the IT and Data Systems Contracts;
- Other duties as required to support the organisations IT requirements including procuring new equipment and maintaining the asset register.

## **Job Requirements**

In order to be responsive to the community and to be able to support Shoreditch Trust activities, you will need to be flexible, working some evenings and weekends. Hours will be agreed on a mutually beneficial basis in line with planned activities

## **Person Specification**

### **Educational achievements, Qualifications, Training and Knowledge:**

#### Essential

- Degree or equivalent qualification or experience in administration or an administrative role in a medium sized organisation
- Information research, retrieval and collation using internet/web based systems

#### Desirable

- NVQ2 or higher in Administration

### **Experience**

#### Essential

- Proven work experience as an Administrative Officer, Administrator or similar role
- Experience of using Microsoft products including Word, Excel, PowerPoint and Outlook
- Working flexibly to meet changing needs of an organisation
- Familiarity with office management procedures and principles
- Basic budget management skills
- Supporting managers to meet their deadlines

#### Desirable

- Designing systems and procedures that support the organisation to function efficiently and consistently
- Handling confidential client data and using an electronic database (e.g. Access)
- Experience of processing financial claims/transactions
- Experience of using consultative processes to improve procedures and services

### **Job related aptitude and skills:**

#### Essential

- Ability to communicate complex issues effectively by telephone, in writing, by e-mail and in person
- Methodical and organised approach to tasks, with an eye for detail
- Ability to work calmly under pressure prioritising competing demands effectively
- Initiative, flexibility and ability to handle change
- Ability to produce accurate summaries of meetings, events and conversations
- Ability to attend work regularly and on time

#### Desirable

- Good problem solving skills and ability to use initiative
- Good influencing and negotiating skills with the ability to positively engage others and secure commitment and time

### **Personal qualities:**

#### Essential

- Commitment to continuous personal development
- Ability to work alone, as well as working co-operatively as a team member

Desirable

- Willingness to learn about new initiatives
- Specialist knowledge related to the area of appointment

**Equal Opportunities:**

- Commitment to and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services.

**Corporate responsibilities**

- Conduct high levels of professionalism at all times with particular reference to punctuality, dress, presentation and administration
- Keep customer care as the major priority for service provision
- Ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Shoreditch Trust

**Communications**

Adhere to the Trust's Communications Protocols for both internal and external communications with colleagues, trustees, suppliers and contractors.

**Confidentiality**

In undertaking administrative duties, the Administrator Officer role will have access to information relating both to individuals and to organisations including Shoreditch Trust. All such information should be regarded as strictly confidential and the Administration Officer role will be expected to comply with Shoreditch Trust Data Protection policies.

**Safeguarding statement**

Shoreditch Trust works with children, vulnerable young people and at-risk adults in a variety of ways and is committed to providing a safe, positive and friendly environment. We have a statutory and moral duty to ensure and promote the welfare of these groups regardless of race, disability, gender, age, sexual orientation, religion and belief, gender reassignment, pregnancy and maternity, marriage and civil partnership. This policy extends to the treatment of all our service users, partners, volunteers, visitors and employees of Shoreditch Trust. The Trust abides by the legislation in place for safeguarding and takes into account best practice in child and at-risk adult safeguarding.

***This job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.***