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# ELFRIDA RATHBONE CAMDEN

# Job description and Person Specification: Office Administrator

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| **Job title** |  | Office Administrator |
| **Salary:** |  | £27,379 (£21,903 pro rata) |
| **Hours:** |  | 28 hours per week over 4 days |
| **Employed by:** |  | Elfrida Rathbone Camden (ERC) |
| **Responsible to:** |  | Finance and Administration Manager |
| **Location:** |  | ERC offices in Kentish Town |
| **Staff Supervised** |  | Volunteers and interns where relevant |
| **Job purpose:** |  | To provide efficient, effective administrative support to the projects, managers, and staff of Elfrida Rathbone Camden |

## Main Responsibilities

1. To effectively manage the running of office systems and services which support ERC projects and staff, including IT services, and the procurement of equipment and supplies.
2. To provide direct administration support to the ERC Leighton College including the collation and management of student-related records and supporting the submission of learning record data to relevant agencies
3. To play a lead role in managing ERC data collection and recording including the quality assurance of information on our online Charitylog service and working with staff to ensure they meet submission deadlines throughout the year.
4. To support ERC’s marketing and publicity including the production of electronic newsletters, editing/updating the website, and social media channels such as LinkedIn, Facebook and Twitter, and supporting ERC’s effective presence and participation at external events. To support the distribution of information about ERC projects, services, activities and events by producing, and where necessary arranging professional printing of, materials such as brochures, flyers and annual reviews.
5. To be the public face and voice of the organisation to respond to office and telephone callers and respond efficiently and courteously to queries and requests from ERC staff, professional colleagues, stakeholders and the general public.
6. To support the effective administration of ERC’s HR procedures, including maintenance of confidential staff records, management of recruitment processes and checks, and keeping training records up to date
7. To provide administrative support to the Board of Trustees and sub-committees, including helping to prepare and circulate papers, arranging rooms and refreshments, and taking minutes.
8. To ensure that ERC’s health and safety responsibilities are met, including liaison with the lead Trustee, overseeing maintenance of areas of the building leased by ERC and liaison with the landlord’s agents to arrange maintenance of shared areas and essential checks and drills.
9. To support the Finance Manager in the management of room bookings, both internal and external.
10. Monitor the ‘info’ email inbox and reply to or forward emails as necessary to ensure relevant staff are made aware of items needing attention.

**Other**

1. To identify and report any concerns around real or potential harm for ERC service users, and work to the guidelines set out by ERC’s Safeguarding Children and Adults Protection policies and in line with the procedures of Camden Local Safeguarding Boards.
2. To follow all other Elfrida Rathbone Camden policies and procedures including those relating to confidentiality and data protection, equality and diversity, and health and safety.
3. To participate in training to meet identified needs or to develop skills appropriate to the role.
4. To carry out other duties as appropriate and required.

**Person Specification: Office Administrator**

**Knowledge and Experience**

**Essential**

**Experience**

1. Substantial and relevant experience in office administration and the management of office systems.
2. Experience of working with service users from a range of cultural backgrounds and with differing support and communication needs.
3. Experience of liaising with professionals and stakeholders from a range of settings and disciplines.
4. Experience of using and managing online data collection and monitoring services

**Skills/Knowledge**

1. Skills and ability to set up, manage and maintain manual and computer-based office systems.
2. Excellent literacy and numeracy skills, including good communication skills, both verbal and written.
3. Good organisational skills and the ability to liaise effectively with a range of providers and stakeholders around specific office needs.
4. A high level of computer literacy – strong skills in using Microsoft Office and other Windows programmes are essential.
5. Fast and accurate typing skills and experience of minute taking.

**Personal Skills**

1. Ability to work effectively within a strong team and co-working culture.
2. Self-organising, able to use initiative and the ability to plan and prioritise own workload.
3. A high level of awareness of confidentiality, data protection and security issues for an organisation providing sensitive and personal support to individuals and families – having the ability to carry out best practice in this regard.
4. Commitment to equal opportunities and ERC’s policies around equality and diversity.

**Desirable**

1. Ability to use InDesign and/or other desktop publishing software.
2. Experience of working with volunteers.