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**The Welcome Organisation**

**F/T Administrative Officer**

**Job Description**

We are looking for a high energy individual who is committed, enthusiastic and self-motivated to join our team. They will have experience of working in a team, be able to positively engage with homeless people and have a strong understanding of the impacts of multiple exclusion and marginalisation*.* You must have a willingness to work within the low threshold and high tolerance ethos of the Welcome Organisation.

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| **Job Title** | Administrative Officer - based in 28 Townsend Street, Belfast BT13 2ES |
| **Responsible to** | The Operations Manager |
| **Salary** | £17,500 per annum |
| **Days of Work** | 37.5 hours per week Monday – Friday 8.00 am to 4.00 pm (working outside of normal hours may be required in line with business needs) |
| **Annual Leave** | 20 days per year, plus public holidays |
| **Closing Date** | 4pm Saturday 23rd December 2017 |

**Main Duties and Tasks**

Under the general supervision of Operations Manager, perform administrative duties requiring proficiency in maintaining general office systems and detailed reporting tasks using software applications for spreadsheets, databases and word processing applications. Note that a high level of proficiency in the use of IT packages is central to this role.

* Provide general administrative duties
* Preparation and analysis of regular daily, monthly and quarterly reports,
* Maintaining and updating The Welcome Organisations’ Client Information System.
* Setting up of relevant spreadsheets / databases.
* Inputting, analysing and reporting appropriate information relating to service outcome and performance, for funders and management as required.
* Overseeing all relevant paperwork is completed in a timely manner in relation to our Female Crisis Accommodation and liaising with statutory bodies as needed.
* Recording and processing of sensitive client information
* Take minutes and distribute information, as necessary
* Support HR Recruitment
* Rota - Assisting with administration of staff rotas including entering sickness and absence details and ensuring all shifts are staffed to an appropriate level
* Wages – Support the administration of staff wages by preparing Rota information for Finance
* Reception duties with occasional low level support work
* Support staff with IT issues and training, escalating any issues to the IT department
* Maintenance of diary and appointment schedules for the Operations Manager
* Maintaining and implementing an efficient filing and retrieval system to ensure up-to-date client records and in line with Data Protection
* Handling cash and related documentation – Petty Cash, Donations & Funding forms
* To follow all protection of vulnerable adult procedures
* Support and mentor admin volunteers
* To manage reporting and following up on repairs as instructed
* To work co-operatively within a supportive staff team environment
* Apply organisational policies and procedures; interact with other employees, clients, statutory agencies and the public in a helpful, courteous and friendly manner.
* Maintain high standards of confidentiality
* To carry out other such duties as are determined by the business needs of Organisation and relevant to the role

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| **REQUIREMENTS** | ESSENTIAL | DESIRABLE |
| **Education and qualifications** | Have a minimum of GCSE passes in Maths and English (or equivalent)  Minimum of 2 years recent work experience in an administrative, data input or finance role |  |
| **Experience & Knowledge** | Proven recent work experience in an administrative, data input or finance role  Knowledge of office information systems and procedures  A high level of proficiency in MS Office packages (to include word, excel and PowerPoint)  Understanding of Equality & Diversity | Maintenance of Rotas  Understanding of Data Protection Policies  Experience of recruitment procedures  Understanding of homeless support needs |
| **Skills and**  **Abilities** | Excellent verbal and written communications skills  Ability to develop and manage computerized filing systems  Ability to collate, analysis and report data  Excellent inter-personal skills and friendly persona  Ability to carry out basic financial procedures  Ability to multi-task and flexibility to respond to changing priorities   * Outstanding organisational and time management skills * Discretion and confidentiality   Ability to work as part of a team and on one’s own initiative  Willingness to work within the low threshold and high tolerance ethos of the Welcome Organisation | Ability to mentor volunteers |