

Job Title: Administrative Officer (30/36.5 hours per week)

Reports to: Operations Director

Salary: £27,046 to £28,470 (Pro rata)

Role Overview

We are seeking a highly organised and detail-oriented individual to oversee and maintain our counselling database. This role is central to the accurate handling of confidential data, the production of management reports, and the smooth operation of our information systems. The postholder will support users, ensure timely data reporting, and contribute to broader administrative and operational functions within the organisation. Flexibility is required, including occasional irregular or evening hours.

Key Responsibilities

- **Database Administration**

- Manage the Familyworks counselling database, ensuring timely and accurate data entry and reporting.
- Generate and submit essential weekly, monthly, and ad-hoc statistical reports for clients, management, and the Board.
- Monitor database performance, troubleshoot issues, and ensure data accuracy and system efficiency.
- Provide user support, including training for new users and refreshers for existing staff.

- **Administrative Support**

- Process and manage timesheets for Familyworks counselling staff.
- Assist with invoice creation and posting, supporting financial operations.
- Maintain office equipment inventory and support day-to-day office operations.
- Respond professionally and courteously to enquiries and correspondence.
- Ensure all required documentation is submitted promptly to clients and statutory bodies.
- Assist in the efficient and effective day-to-day running of the office

- **Client and Service Support**

- Provide professional, sensitive support to service users.
- Clearly explain the services we offer to clients and stakeholders.

- Ensure service delivery aligns with the organisation's policies and procedures.

- **Team Contribution and Development**

- Participate in regular appraisals and personal development reviews.
- Attend relevant team meetings and training events.
- Support colleagues and management as required.
- Undertake additional duties within your capability, as requested by management, to ensure safe and efficient service delivery.

Our Values

At Northdown Enterprises Ltd, we encourage staff to align their efforts with team and organisational goals. Initiative, innovation, and continuous improvement are valued - your ideas and suggestions to enhance service quality and operational excellence are always welcome.

Person Specification – Administrative Officer

QUALIFICATIONS

Criteria	Requirement
Minimum of 5 GCSEs (grades A*–C) or equivalent, including English and Maths	Essential

EXPERIENCE

Criteria	Requirement
Minimum of 2 years' experience in a database administration role	Essential

KNOWLEDGE, SKILLS, AND ABILITIES

Criteria	Requirement
Excellent telephone manner and interpersonal skills	Essential
Strong attention to detail with the ability to accurately record and manage data	Essential
Ability to take initiative and ownership of tasks	Essential
Excellent problem-solving capabilities	Essential
Proficient in Microsoft Office, including Excel, Word, Access, and Outlook	Essential
Able to work independently, manage time effectively, and meet deadlines	Essential
Good numeracy and literacy skills, including letter and report writing	Essential
Strong analytical and organisational skills with a flexible approach	Essential
Ability to prioritise tasks and maintain confidentiality	Essential
Strong team player with the ability to work collaboratively or independently	Essential
Fully aligned with the ethos, aims, and values of the organisation	Essential
Experience using Sage 50 Accounts	Desirable

Please note: Northdown Enterprises Ltd reserves the right to enhance these criteria in the selection process.

At NEL, we are committed to delivering person-centred services. This role requires a genuine commitment to supporting others, offering help, guidance, and professional care as needed. We believe this role offers both meaningful work and a deeply rewarding experience, and we look forward to welcoming someone who shares our values.