

# JOB DESCRIPTION

## JOB TITLE: Office Administrator – *Gloucester office*

## 16 hrs (fixed term 3 years)

**RESPONSIBLE TO: Prison Project Lead**

**MAIN OBJECTIVE OF THE POST: To support the day to day running of Fair Shares and the Prison Time Bank.**

**KEY DUTIES AND RESPONSIBILITIES:**

**CEO and Staff**

* To answer all general enquiries to the office and direct as appropriate
* To support the development of projects across the timebanks and assist with administration support as agreed with the CEO/ Prison Project Lead
* To provide administrative support to the CEO and central office as needed
* To support the Board of Trustees in terms of meeting agendas, taking and producing minutes, circulating reports, statistics etc., as necessary.
* To co-ordinate the Board of Trustees Annual General Meeting.
* Prepares reports, presentations, memorandums, proposals and correspondence as directed
* Attend appropriate internal and external meetings as agreed with the line manager or supervisor.
* Schedules appointments and meetings for CEO

**Funding administration**

* To support the development of funding bids (collation of data, preparation and signing off)
* To support the preparation of reports for funders including the recording of monthly returns and updating of the reporting calendar
* To regularly maintain and update the funding database and disseminate the reporting requirements to the staff delivering each project
* To support the development of monitoring and evaluation processes

**Human Resources**

* To manage the administration of the recruitment and the induction processes for new staff
* To ensure that all staff have appropriate contracts
* Maintain the documentation required to comply with Fair Shares policies and

procedures

* To assist in the development of a staff appraisal system

**Quality Management**

* To assist in maintaining the working policies and procedures that support Fair Shares activities and organisational development.
* To work with all staff to ensure that each location has an up-to-date policies and procedures manual and that staff members receive any necessary training.
* To support the HR Trustees sub-group to maintain the schedule for the review of policies and procedures.

**Other duties and responsibilities**

* Help to arrange and deliver events
* Ordering and maintenance of office equipment and supplies
* Undertake the monthly health and safety checks for the office
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* Any other relevant administrative and support duties required to ensure the smooth running of the office

**As an Employee of Fair Shares**

* To promote awareness of the principles of an asset-based approach to volunteer brokering to VCOs, the private sector and statutory organisations.
* To effectively communicate an enthusiasm for community development and for Time Banking in particular.
* To work effectively and cooperatively as a member of the team.
* To participate in team meetings, away days and undertake supervision and appraisals
* To undertake professional development/training to meet developing requirements and to maintain the necessary skills and knowledge to carry out the duties as specified
* To contribute to the general development and provision of the work of Fair Shares.

## SUMMARY OF TERMS AND CONDITIONS OF SERVICE

**SALARY: £15,598 - £16,998** (pro rata)

**HOURS:**  16 hours per week (3 year post)

**ANNUAL LEAVE:** 25 days per year plus public holidays (pro rata)

**LOCATION:** The post holder will be based at the Fair Shares office in Gloucester. Travel throughout the county may be necessary.

This post will require a Disclosure and Barring check (DBS) and may require an enhanced security check for the Prison Service



## Person Specification

***Administrator – Central Office and Prison Project***

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| **Experience** |  |
| *Essential*  | *Desirable* |
| * Using IT systems and packages, in particular Microsoft Office (including Excel)
* Working as part of a team and on own initiative.
* Responding to queries and simple problem solving.
* Setting up and maintaining manual and electronic filing systems.
* Diary management and appointment booking using manual and computerised systems.
* Practical experience of working in a busy office environment.
* Experience of minute taking and accurate recording of meetings.
 | * Experience of working with disadvantaged groups
* Experience of working with criminal justice agencies
* Familiarity with the issues confronting people with learning disabilities and mental health needs,

gained through personal contact or experience in a similar setting.  |
| **Knowledge and Understanding**  |  |
| *Essential*  | *Desirable*  |
| * Computer literate with a working knowledge of Microsoft Office package.
* Office systems and procedures.
* Information management systems and the associated legislation surrounding them.
 | * An understanding of Time Banking.
* Experience and knowledge of gathering information for tenders and funding applications.
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| **Skills and ability** |  |
| *Essential*  | *Desirable* |
| * Ability to demonstrate a methodical. organised and flexible approach to work
* Effective listening, verbal and written communication skills.
* Excellent interpersonal and customer service skills, with the ability to communicate effectively with a diverse range of people, establishing and maintaining effective working relationships.
* Ability to plan. organise and prioritise workload to meet deadlines.
* Professional approach.
* Ability to design and process a wide range of documents in accordance with instruction and house style, paying attention to detail.
* Respect for the autonomy and rights of volunteers.
* Ability to relate well colleagues, Trustees and members of the public.
* Ability to maintain a high level of confidentiality and discretion at all times

**Personal style and characteristics** * A mature and professional manner.
* Commitment to providing a high quality of service.
* Professional and friendly manner.
* Open minded, down to earth, proactive and bright.
* Ability to learn quickly about the business and a willingness to learn.
* Work effectively as a team player.
* Ability to remain calm under pressure.
* Ability to work on a number of tasks concurrently and be able to re-prioritise as demands change
* Self motivated.

**Qualifications*** Intellectually robust with a good standard of education with at least 5 GCSE’s or equivalent work experience.
 | * Ability to embrace change and work effectively in a fast changing external environment
* Experience of fundraising
* Experience of organising events
* RSA Stage II, Word Processing or NVQ 2 in Business Administration (or equivalent) .
* RSA Stage 3Word Processing or NVQ 3 in Business Administration.
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