Job Description

JOB TITLE

Administrative Assistant

***Workers should be “violence free in their own lives.” Applicants are asked not to put themselves forward for selection if this is not the case.***

**Position in Organisation**

**Reports to:** Business Support and Development Director

**Working Hours:** 20-25 per week, working pattern to be agreed. Stop Domestic Abuse’s office hours are Monday-Thursday 9.30-5.30pm and Friday 9.30-5.00pm

**Salary:** £16-18,000 pro rata

**Location:** Stop Domestic Abuse’s Services currently cover Hampshire. The post-holder will currently be based in Havant.

**Fixed term contract until 31 March 2020**

# MAIN PURPOSE AND SCOPE OF THE JOB

To support the high quality administrative service to the CEO and staff at Stop Domestic Abuse.

## DUTIES AND KEY RESPONSIBILITIES

* Deal responsively and efficiently with general telephone and e-mail enquiries on all aspects of the service and forward to the relevant person.
* Responsibilities include: minute taking, data entry, project support, preparation of documents as required, liaising with outside agencies, drafting of correspondence and word processing
* Make arrangements for meetings, including booking rooms and refreshments are available as required.
* Provide administrative support to staff including maintaining office diaries, the preparing of documents, general clerical support and the maintaining of mailing lists.

The Administrative Assistant must have:

* Good organisational skills with good planning, prioritising and time management skills
* Strong communication skills (written and oral)
* Excellent IT literacy, particularly with Microsoft Office
* Enthusiastic, positive can-do attitude to problem solving and creative thinking
* Attention to detail and ability to see jobs through to the end
* Able to work on own initiative and as part of a small team
* Discretion and political sensitivity
* Credibility and integrity and an ability to be an effective ambassador for Stop Domestic Abuse
1. To carry out a range of administrative tasks, including photocopying, filing, sending emails, making travel arrangements etc.
2. To manage electronic and paper based filing systems.
3. Answer the office telephone promptly and politely and deal with all calls and messages.
4. Monitor messages sent via Stop Domestic Abuse’s website, social media and general email addresses, responding appropriately and promptly.
5. Provide general hospitality as and when required.
6. To maintain office and stationary supplies and prepare and administer replacement orders.
7. To maintain office refreshment supplies and refreshments required for meetings, group work and events.
8. Supporting staff and volunteer recruitment and induction:
* Creating job adverts when required
* Advertising vacancies as instructed
* Collating applications ready for short listing
* Arranging room bookings for interviews.
* Contacting candidates and inviting them to interview
* Arrange paperwork for interviews
* Liaise with Electronic Systems & Media Officer to order IT equipment and phones as required
* Issue ID Badges to new starters
* Producing pack of paperwork for inductions
* Making up HR files for new staff/volunteers
* Sending information for DBS checks, including checking ID
1. Ensuring HR files are kept up to date, that any changes to personal details are communicated with payroll (including pension) and are changed on all internal systems and documents.
2. Administration of staff training as instructed including:
* Travel and accommodation arrangements
* Room & refreshment booking
* Ensuring equipment required is available
* Producing and collating training agreement forms as requested
* Ensuring details are entered onto training records
1. Ensuring booking systems are used for Stop Domestic Abuse’s equipment e.g. projectors, promotional banners, display boards and roadshow boxes and that items are checked when they are returned for missing components/damage etc.
2. Make arrangements for meetings, internal and external training courses, special events, including venue bookings, room set-up, document preparation, circulating information to participants and providing refreshments.
3. Feedback to the Administrative Officer the effectiveness of procedures for each administrative function to ensure that a high level of performance in each task is maintained.
4. Financial
	* Placing orders (with approval of Business Support & Development Director, Operations Director or CEO)
	* Completing internal financial records for orders placed
5. Maintaining internal contact list of staff and volunteers
6. Assisting with providing cover for absent colleagues during periods of sickness, holidays etc. as requested by the CEO/BSDM. In particular ensuring that other tasks within the Business/Administration team are completed in the absence of colleagues

**GENERAL RESPONSIBILITIES**

* To participate in fundraising activities on behalf of Stop Domestic Abuse
* To publicise the support available to women, children and men affected by domestic abuse
* To attend Management Committee meetings if required.
* To work with volunteers
* Ensuring the confidentiality of client information is maintained, in accordance with Stop Domestic Abuse’s Confidentiality Policy
* Participating as a member of the Business Team, including regular attendance at team and other meetings, supervision and appraisal sessions, training and other events as may be required. Assisting with providing cover for absent colleagues during periods of sickness, holidays etc, as requested by the CEO/BSDD

**Person Specification**

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| **Administrative Officer** |  |  |
| **Criteria**E=EssentialD=Desirable | EOrD |  |
| Knowledge | An understanding of, and a commitment to, the principles of Stop Domestic AbuseAn understanding of and ability to practice confidentialityAn understanding of professional boundaries, and the ability to adhere to theseUnderstand and be committed to equal opportunities and diversity issues in practice.Knowledge and understanding of IT systemsKnowledge of Square Space | EEEEED |  |
| Skills & Abilities | Excellent communication skills, including with individuals in distress and professionalsExcellent Microsoft Office skills including Outlook, Word, Excel, PowerPoint, and Publisher skills.Commitment to equal opportunities.The ability to work as part of a team and on one’s own initiativeGood numeric and literacy skills to undertake administrative tasksAbility to absorb a wide range of information quickly and effectivelyAbility to work flexibly and some unsocial hoursAble to prioritise own workloadThe ability to cope well under pressure and in stressful situationsThe ability to write shorthandAccuracy and attention to detailThe ability to design and produce newsletters/flyers/leaflets | EEEEEDEEEDED |  |
| Experience of | Working in a charity/not for profit organisationExperience of minute taking.Managing a varied workload, with sometimes competing prioritiesExperience of using social media in a work environment | DDD D |  |
| Qualifications | Educated to minimum GCSE standard in Maths and EnglishRelevant qualification such as Business/ Administration or ECDL | ED |  |
| Personal Qualities | Ensuring Equal OpportunityEmotional IntelligenceCommitment to user-focused servicesCommitment to self developmentGood standards of hygiene and personal presentationShow initiative and be proactive when managing your work and interacting with colleagues and agencies.Act with integrity and respect when working with all clients, agencies and individuals.Be optimistic about the possibility of personal growth and change.Motivate individuals and agencies to move through courses of action and decision making processes. Awareness of Professional BoundariesTact and discretionCalm and professional manner | EEEEEEEEEEEE |  |
|  | The post is a part timeThere is a requirement for occasional evening/weekend work in this job |  |  |

10 June 2019