



Job Title: Resources & Admin Support Officer.
Responsible to: Finance & Resources Director.
Location: Vine House, 1 & 2 Factory Yard, Hanwell, W7 3UG.
Hours of work: 28 hours per week (4 days).
Contract: Permanent, subject to performance and continuous funding.

MAIN PURPOSE

- To support the Senior Management Team in relation to resources and administrative functions.
- To undertake administrative support to the team, Project Co-ordinators, Senior Management Team and volunteers.
- The post holder will provide support for ordering, provision and allocation of resources to staff and volunteers across the organisation.

MAIN TASKS AND RESPONSIBILITIES

1. Resources Functions

- To support the Head office team in relation to HR and administrative functions, for example assisting with staff recruitment process including job adverts, arranging interviews, making reference requests and induction for new staff members – documents check, DBS applications, ID Cards.
- Providing HR support during TUPE process and new service mobilisation.
- To assist in preparation for quality standards framework (e.g. ISO 9001 and Investors in People) accreditations
- Supporting development and maintenance of policies and procedures, e.g. staff handbook and standard operating procedures handbook
- To provide support in updating and maintaining personnel records such as annual leave, sickness and training matrix.
- Assist in ordering all office supplies and other equipment for the organisation and dealing with supplier contracts and maintenance of register of equipment and stationeries.

2. Administration Functions

- Provide admin and IT support to the Executive Management Team in its Business Development work, e.g. funding bids, minutes taking/transcription etc.
- First point of contact for the head office.
- Co-ordinate the corporate calendar including organising governance meetings, AGM, organisational wide events and outings.
- Support admin function and systems across the organisation e.g record management, archiving etc .



- Setting up new staff accounts on Views (data monitoring systems), Simply Personnel, Cloud, email signatures etc.
- Management of back office Cloud accounts – password resets, group membership, out-of-office notifications
- Assist in provision and allocation of mobile equipment e.g mobile phones, laptops etc to staff as well as maintain records of the allocations.
- Manage and supervise administration volunteers.
- To be the Health and Safety representative, Fire Marshal and First Aider and to provide guidance and support to staff and volunteers on matters relating to Health and Safety as well as maintaining Health & Safety and incident book.
- Running of front/desk reception area responding to clients' and professionals enquires with care and professionalism and be aware of customer care issues.
- To provide reception cover for late evening sessions and weekends (negotiated on a needs/must basis, in advance).

3. Training and Development

- Booking and arranging trainings for staff and volunteers.
- To participate in appropriate training courses and other activities intended to increase the post holder's personal and professional development.
- To engage actively in individual supervision and appraisal

4. Organisational Responsibilities

- Actively engage with other team members and work constructively with colleagues and managers in all aspects of the work.
- Conduct all work within statutory responsibilities and within EACH's policies procedures and professional guidelines e.g. Risk Management, Code of Ethics, Equality & Diversities, Health & Safety and confidentiality policies.
- Share information with professionals / agencies within the boundaries of the Data Protection Act, including GDPR, EACH's confidentiality policy and any applicable information sharing protocols.
- Undertake all duties in line with the objectives of the post and any other tasks consistent with the nature and level of the post and as may be required by your line manager.
- Where appropriate, staff may be asked to work at EACH's projects in the different centres. Staff may also be required to work hours additional to contract hours, for which time off in lieu will be given.

Job Description Review

From time to time, this job description will be reviewed in line with the requirements of the organisation.



PERSON SPECIFICATION

ESSENTIAL CRITERIA

Knowledge Skills and Abilities

- Experience of handling telephone enquiries.
- Experience of communicating with a wide range of professionals and service users.
- Excellent IT skills particularly in Microsoft Word, Excel and Access Database.

Education & Experience

- Ability to prioritise and then manage a series of different tasks, working accurately, while facing deadlines
- Ability to organise people and/or resources to meet demands.
- Excellent communication skills, both verbally and in writing to meet a variety of needs.
- Ability to work on their own initiative and with minimal supervision.
- Ability to record clearly and accurately.
- Ability to record and store information in accordance with service procedures, confidentiality and data protection.
- Ability to work in an anti-discriminatory and anti-racist way.
- Ability and commitment to work as part of a team.
- Ability to communicate effectively with clients, professionals and agencies.
- Ability to deal with emergencies and unexpected situations.
- Ability to maintain confidentiality.
- Ability to maintain professional boundaries.

DESIRABLE CRITERIA

Knowledge Skills and Abilities

- Experience of working with vulnerable people.
- Experience of working in the charity sector.
- Experience of working with BME communities.

Education & Experience

- Knowledge of Hindi/Punjabi/ Somali/Polish.
- Ability to liaise with a variety of agencies and their representatives in order to provide a co-ordinated service.
- Good knowledge of health and safety issues.
- Willingness to work flexible hours.