

**ADMINISTRATOR**

**JOB DESCRIPTION AND PERSON SPECIFICATION**

---

<b>Contract</b>	:	<b>Full time permanent</b>
<b>Hours of work</b>	:	35 hours per week (9.30-5pm)
<b>Location</b>	:	£19,500 - £21,000
<b>Based at</b>	:	London E1W
<b>Reporting to</b>	:	Operations Manager
<b>Annual Leave</b>	:	28 days per annum plus public holidays

---

**CONTEXT**

SurvivorsUK exists for men who have experienced sexual abuse, sexual assault or rape.

We **support** – by providing services such as a helpline, counselling, ISVA and groupwork.

We **challenge** – by raising public awareness of the issue, and dispelling myths

We **build** – by creating and facilitating networks for better access to help

This is an exciting time to be joining our charity. After 30 years of providing support we are seeking to modernize our approach, making it even more client-focused and forward looking.

We want to recruit an Administrator to help us look after our clients, donors and supporters, and help create efficient office, IT, HR and financial administration systems and processes.

This role will include working with people who have been affected by sexual violence. While the role is NOT to provide advice, it is essential that the post-holder is comfortable dealing with such situations. Support will be provided to staff in doing this work.

**An enhanced DBS check will be required for this role.**

## **ROLE DESCRIPTION**

### **Key focus of the role**

You will report directly to the Operations Manager and will be expected to work closely with all other staff to:

- Ensure our standards of client and supporter care are carried out to the highest level
- Keep accurate records and reporting of all income and expenditure
- Improve our office systems and processes (IT, HR, Office & Finance)

## **KEY RESPONSIBILITIES**

### **Client Care**

- Be the first port of call in answering enquiries or forwarding them internally in an appropriate and timely manner
- Contact clients to arrange counselling, groupwork and other service appointments
- Manage waiting lists, record client attendances and ensure that all client records are accurate and kept up to date
- Liaise with staff and other healthcare professionals to ensure a smooth service delivery for our clients

### **Database and Data Inputting**

- Keep our Salesforce CRM system up-to-date and record correspondence with clients and supporters onto the database accurately
- Clean data, test new data inputting practices and check for errors
- Input donations and donor data from third party fundraising suppliers (for example Just Giving, Virgin Giving) and ensure this information reconciles with banked income monthly
- Reconcile donations monthly with banked income and identify donations paid directly into our bank account. Ensure these donations are recorded appropriately
- Set up and run weekly/monthly reports from Salesforce (for example outstanding tasks and income) to monitor performance against targets

### **Financial Administration**

- Take charge of petty cash and ensure procedures are followed
- Book train tickets and reconcile with expenses on a weekly/monthly basis as appropriate
- Keep accurate records of all staff and volunteer expenses claims and co-ordinate with the Finance Manager to ensure these are processed according to correct procedures
- Bank cash receipts on a weekly basis or as required by the Finance Manager
- Keep accurate records of timesheets for sessional workers and co-ordinate with the Finance Manager to ensure these are processed according to correct procedures
- Support the Finance Manager in raising and processing invoices and entering data onto the finance system

### **HR and IT support**

- Organise monthly supervision sessions for staff, arranging venues and appointments
- Support in the recruitment of staff including advertising roles, collating applicant details, scheduling interviews, sending out contracts and letters to candidates
- Maintain a record of staff and volunteer DBS checks as appropriate and ensure these

- are renewed as and when required
- Induct new staff and volunteers on office procedures, ensuring new starters have access to relevant IT and appropriate levels of permission in advance of joining
- Keep up to date records of staff and volunteer contact and emergency contact details
- Support the Operations Manager to maintain, document and develop IT and communications systems, including phones, software and hardware
- Ensure file naming conventions and shared folders are kept in good order

### **Office Management**

- Help create and keep up to date an office manual for day-to-day use by staff
- Be responsible for welcoming clients and visitors to the office
- Order stationery and other office and activity equipment as needed. Manage stock lists and keep a log of items ordered
- Work with the team to develop merchandise, fundraising and promotional materials
- Keep up to date records of all office suppliers and contracts and alert the Operations Manager when contracts are due to expire
- Be responsible for inbound and outbound post, and ensure correct procedures are followed. Work with staff, consultants and volunteers as necessary to oversee outbound post
- Ensure the office is clean, tidy and uncluttered, liaise with the office cleaner as necessary
- Support the Operations Manager to comply with Health and Safety regulations, for example, annual PAT Testing, Fire Safety and Risk Assessments
- Organise internal and external meetings and training days, and keep the team diary/calendar up-to-date
- Organise agenda items and take minutes of team meetings
- Maintain a list of all office equipment and furnishings and ensure all equipment is safety tested where required

### **Other**

- Develop and maintain an internal 'key information' pack to support grant applications for funding
- Keep a record of all internal policies (e.g. health and safety, equalities etc.), when they are due to be updated, by whom and whether these need approval from the Board of Trustees
- Support the development of procedures relating to finance, HR, IT, Office Management and Fundraising, as guided by the Operations Manager
- Carry out additional tasks and provide support for the development of new initiatives as required. Such activities will be commensurate with the role

### **SurvivorsUK is an equal opportunities employer**

### **PERSON SPECIFICATION**

#### **Experience**

Proven practical experience in organising and managing administrative systems and procedures in an office environment, for example in office management, IT, HR, finance or customer service

Confident and competent user of CRM systems for data entry, ideally Salesforce or similar database system

Proven front-facing customer service skills and responding effectively to enquiries

**Skills and competences**

Highly organised, able to manage busy workload, plan ahead and prioritise workload with minimal supervision

Excellent attention to detail and accuracy

Strong literacy and numeracy skills

A commitment to working with and contributing to a small team, relating well to colleagues, trustees and members of the public

Computer literate with strong working knowledge of Microsoft Office package

Able to demonstrate a methodical, organised and flexible approach to work, working comfortably on multiple tasks at once

Excellent interpersonal and customer service skills, with the ability to communicate clearly and confidently with a diverse range of people, to establish and maintain effective working relationships

Ability to maintain a high level of confidentiality and discretion at all times

Ability to interpret data and present clearly in report format

Knowledge of basic information relating to health & safety, data protection, financial and office procedures

A willingness to learn and make a positive contribution to a small dynamic charity

Able to empathise with people who have been affected by sexual violence, and an interest in the issues relating to men as victims of sexual violence