

Job Description

Job Title	Administrative Officer (maternity cover)
Location	Smiles House, Little Plumstead
Reporting to	Office Manager
Hours	Part time: 15 – 18 hours per week (to be agreed with successful applicant)
Contract	Fixed term (maternity cover)

Job Purpose

To complete general administrative tasks and to support the day to day office operations of the charity.

Core tasks

Support preparation of materials and organisation of a range of services including: activity days, residential weekends, NJ Youth Clubs, information packs, training sessions, bereavement groups, workshops, Youth Panel and Young Volunteer meetings and 1:1 work

To support service monitoring through data collection, and to prepare statistical and other reports as may be required

Respond to telephone, email, letter and visitor enquiries from the public regarding services and guidance offered by Nelson's Journey and other agencies working with bereaved families and, where required, pass enquiries on to the relevant person

To update records kept on a CRM system and other electronic and paper formats, and to support the effective management of office filing systems

Welcome and respond to visitors to Smiles House and, where required, issue visitor passes and communicate any relevant policies and procedures

Open and process mail, and maintain the 'sent post' database

Provide general clerical and administrative support, including through the use of MS Office (Outlook, Word, Excel), photocopying, minute taking, reports, databases, filing systems

Make trips for tasks including posting letters and collecting stationery, resources and general office supplies

Assist with any other tasks and duties as are reasonably required