

Job Description

Job Title	Administrative Assistant
Location	Smiles House, Little Plumstead
Reporting to	Office Manager
Hours	Part-time (15 - 22.5 hrs per week with a work pattern within office hours to be agreed with the successful applicant)
Contract	Permanent; 3 month probationary period applies

Job Purpose

To complete administrative tasks in support of the charity's operations, to ensure completion of data collation and recording, to respond to enquiries from the public, and to support the day-to-day office operations of the charity

Core tasks

Respond to enquiries from the public from all sources (including telephone, email, letter and in person), including bereaved families and the agencies working with them, providing information/signposting where appropriate

Inform bereaved families and professionals on how to access services, including making referrals, in line with Nelson's Journey's systems

Support the processing of referrals received from bereaved families and professionals

Develop systems, oversee and complete admin preparation for service-related activities, events and training

Prepare tasks, supervise and provide instruction to office volunteers

Ensure incoming cash is processed in accordance with charity's processes, including counting, recording and safe secure storage until banked; and arrange prompt banking

Maintain databases and spreadsheets to a high degree of accuracy, including for managing resources and tracking income received

Support the Office Manager with office administration and organising maintenance where required (e.g. maintenance at Smiles House, IT support, enquiries from suppliers/engineers etc)

Ensure systems in place for resource and stationery stock management and reporting as required

Process incoming and outgoing mail

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

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

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

Ensure administrative activities are compliant with NJ policies and procedures, including safeguarding, data protection, and regard given to risks of fraud, data breach, and cybersecurity.

Assist with any other tasks and duties as are reasonably required