

Job description: administration and advice manager

Reporting to: Chief Executive Officer

Hours of work: 35 hours weekly, Monday to Friday during office hours. This role supports face to face client sessions which take place during office hours, making flexible or part time working opportunities limited

Annual salary: £23,360

Probation period: All appointments to permanent roles are subject to a six month probation period and a satisfactory performance review.

Job purpose: This is a crucial new role to design, manage and plan the administrative function of the charity to ensure the efficient and accurate recording of all services, finance and client related issues. Through excellent communication and organisational skills the administration and advice manager will lead the delivery of the charity's reporting targets and compliance requirements. The role is instrumental in providing a positive and focused work environment, which supports our Trustee board, CEO, staff and volunteers to deliver excellent client services.

Responsibilities

- The design, organisation and delivery of an efficient administrative system.
- Overseeing daily office management, accurate maintenance of records, handling of correspondence, preparing reports, attending meetings, liaising with internal and external stakeholders, building and enhancing relationships with outside agencies.
- Maintaining accurate financial records on Quick Books to produce monthly reports.
- Assisting with any legal compliance and organisational policy matters.
- Assisting with staff and volunteer recruitment processes and file maintenance.
- Leading the Advice & Advocacy staff and volunteer team, assessing staff performance and delivering 'on the job' coaching, as needed.
- Keeping abreast of policy and external environment changes affecting our work and ensuring that staff and volunteers are fully trained and supported to deliver excellent client services.
- Supporting maintenance of communications channels including website, social media telephone and email communications
- Designated Data Protection Officer
- Any other responsibilities arising as the charity moves forward in response to changing needs.