

## **Administrator**

**Hours: 35 hours per week**

**Pay: £ 22,750**

**Base: At SMHF premises (63 Downs Road, Belmont, SM2 5NR)**

**Responsible to: CEO**

### **Job summary**

To undertake administrative tasks, ensuring the smooth day to day running of the organisation and premises and that other SMHF staff and volunteers have adequate support to work efficiently. To welcome new people and callers to the service and help them access the support needed.

### **Key duties and responsibilities**

- Run the admin office and administrative systems in a friendly and efficient manner in line with SMHF policies and procedures.
- Welcoming new users to the service, and carry out first point of contact interviews
- Manage phone calls and correspondence (e-mail, letters, packages etc.)
- Take bookings for activities and appointments
- Provide administrative support to CEO as and when required
- Track stocks of office supplies and place orders when necessary
- Support budgeting and bookkeeping procedures using Sage Cloud 50, maintain purchase order, invoicing and petty cash systems on excel.
- Use our charity log content management system to create and update members, contact and contractor records as well as collecting data of service usage
- Support HR functions such as annual leave, contracts, training and personnel records, using Bright HR and Charity Log
- Manage systems to update: SMHF organisational policies and procedures; building maintenance schedule; fault reporting; fire safety and other health and safety checks; IT and information asset register; and other areas as required
- Ensure safe and timely disposal of confidential information
- Undertake Fire Warden and First Aid duties
- Arrange training for staff members
- Recruit, train and supervise any junior staff and volunteers, and work experience placements, risk assessing and delegating work as required
- Liaise with staff and with external contacts (including contractors)
- Assist colleagues whenever necessary, including provide general office support to staff as needed
- To treat with confidentiality any personal, private or sensitive information shared
- Have an understanding of, and the ability and motivation to implement excellent Equality & Diversity practice
- To work to ensure a healthy and safe environment for all employees, visitors, visiting professionals and other visitors by ensuring service delivery is in line with SMHF's commitment to Health and safety and our organisational procedures and H&S Legislation.
- To work according to budgets and SMHF's financial policies and procedures.
- To make best use of SMHF's property, equipment and Information Technology at all times.

<b>Qualifications and Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education / Qualifications</b>		
GSCE level or equivalent in English Language	✓	
Secretarial or administrative qualification		✓
<b>Experience</b>		
Proven experience as an office administrator, admin assistant or relevant role	✓	
Experience of setting up office management systems and procedures	✓	
Excellent knowledge of MS Office and office management software	✓	
6 months experience within the mental health field, either in a paid or voluntary capacity		✓
Experience with Sage 50		✓
Experience managing staff and or volunteers		✓
<b>Skills and Abilities</b>		
Excellent organizational skills	✓	
Outstanding communication and interpersonal abilities	✓	
Familiarity with office management procedures and basic accounting principles	✓	
Ability to prioritise and use initiative with minimal supervision	✓	
Flexibility - ability to cope with changing demands	✓	
Ability work quickly and accurately under pressure	✓	
Understanding of and commitment to equality and diversity principles and good practice	✓	
Understanding of the importance of GDPR and data protection	✓	
<b>Personal Qualities</b>		
Effective team worker; supportive, flexible and helpful	✓	
Understanding the significance of confidentiality	✓	
Tactful and diplomatic	✓	
Initiative and resourcefulness	✓	
Self-motivated with the ability to adopt different priorities	✓	

Qualifications and Knowledge	Essential	Desirable
Utmost reliability	✓	
Good organiser	✓	
Willingness to learn and share new ideas	✓	
Ability to work under episodic pressure to meet deadlines	✓	
Lived experience of mental or emotional distress		✓

**SAFEGUARDING:** Sutton Mental Health Foundation is committed to safeguarding and promoting the welfare of adults, children and young people who are potentially at risk, and we therefore expect all staff and volunteers to do the same. We require all staff to undertake internal and external safeguarding training throughout their employment with SMHF.

An enhanced DBS check is required for this post.

This job description is subject to change depending on the needs of the service.