



Job description

Location: Thornbury Centre, Bradford,

Hours: 33 hours per week

Grade: Family Action Grade 2 Point 11

Service: Bradford Perinatal Support Service

Reports to: Senior Admin / Data Officer

Principal Accountabilities:

1. Set up and maintain computerised and manual office systems and produce reports as required.
2. Process incoming referrals, close client files as required and upload data onto the data base.
3. Input referral data into the monitoring/information management systems of the service as directed by the data officer and work closely with them/be directed by them to produce figures and charts on the computerised data base for the monthly, quarterly and annual returns / reports for funders.
4. Receive and send facsimile and e-mail communications, monitor stationary requirements and order as required.
5. Receive and process incoming and outgoing mail.
6. Word process reports, correspondence and other information and carry out photocopying and filing as required. Record and write up minutes of meetings as required.
7. Support Coordinators with the recruitment and training of volunteers
8. Support Coordinators in planning all group work and engagement activity
9. Lead the service around health and safety and coordinate and facilitate health and safety risk assessments for off site working
10. Provide an efficient and welcoming reception service within the office for all visitors and telephone callers.

11. Promote a positive image of Family Action, assisting the team in developing promotional materials and supporting awareness of the organisation and its services through publicity events as required.
12. Liaise with trades people and persons responsible for the maintenance/and safety of the building in consultation with the operational manager.
13. Take the lead role in ensuring Health and Safety standards are maintained in accordance with the standards as applies in legislation.
14. Process invoices, oversee petty cash and submit returns to central office.
15. Provide administrative support for the operational manager

Other accountabilities

16. Adhere to Family Actions confidentiality policy and ensure that confidentiality is maintained at all times.
17. Ensure you have an understanding (appropriate to your role), and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
18. Participate in supervision arrangements and team meetings as negotiated and agreed with the project manager.
19. Implement the principles of Family Action's equal opportunities and diversity policy in every aspect of the work and to promote positively the principles of the policy amongst colleagues, service users and other members of the community.
20. Comply with Family Action's health and safety policy and data protection policy and to protect the health, safety and welfare of self and others.
21. Work flexibly as may be required by the needs of the service and to undertake any other reasonable duties as required



Person Specification

Admin Officer

Thornbury Centre, Bradford

Essential Requirements:

1. Proven experience of using Word for Windows, Excel and Access databases, internet, power point, publisher, photo shop and Email
2. Good command of English grammar and spelling and the ability to take and write up minutes of meetings.
3. Experience of setting up and running administrative systems.
4. Ability to maintain records and collate statistical information.
5. Ability to input referral information into the data base system and feed into quarterly reports to commissioners as led by data officer.
6. Ability to produce and update promotional materials using publisher.
7. Ability to work independently, using own initiative and as part of a complex and diverse team.
8. Evidence of organisational and time management skills and the ability to prioritise tasks appropriately.
9. Experience of maintaining financial systems including the ability to administer petty cash and process invoices.
10. Experience of interpreting and imputing data on excel spread sheets, including budgetary information.
11. Experience of managing health and safety systems within a busy office environment and for activities such as group work that are delivered off site; ensuring that policies and procedures are adhered to.
12. Ability to work with service users, volunteers and referrers with appropriate courtesy while maintaining confidentiality.
13. Commitment to Family Action's Equal Opportunities Policy and an ability to reflect upon equality and diversity issues take appropriate action..
14. Work in a flexible way to meet the needs of the service.

Family Action Values in Action

Please give us examples of how you are:

- a) Can-do in your approach to your work
- b) Strive for excellence in everything that you do
- c) Demonstrate and encourage mutual respect with everyone that you work with
- d) People focused at all times