



ASSIST Sheffield

Office Administrator Job Description

Job Title:	Office Administrator
Responsible to:	Operations Manager
Hours:	21-35 hours (depending on availability)
Salary:	£21,840 - £23,678.20 (pro rata)
Contract:	12 month initial fixed term contract
Holidays:	25 days plus Bank Holidays (pro rata'd)
Location:	Victoria Hall Methodist Church, Norfolk St, Sheffield

JOB PURPOSE

This role will provide friendly and efficient administrative support for ASSIST's offices, focussing on delivering high quality, welcoming, client centred services. You will be responsible for maintaining a professional front-of-house presence by meeting and greeting visitors, answering phone calls and emails and ensuring our multiple spaces are welcoming, appropriately equipped and ready to serve their many functions.

You will provide an important signposting service, via our telephone line, as ASSIST is often a first port of call for people needing support in Sheffield and we pride ourselves on being able to provide useful information for people

You will also help staff and volunteers in their work by providing administrative support and enabling the smooth running of ASSIST's offices.

MAIN DUTIES AND RESPONSIBILITIES

Communications

- Responding to and screening incoming communications by phone, email, post and social media, including enquiries from volunteers, supporters, current and prospective clients, other organisations/agencies and members of the public.

- You will be our front of house and first port of call for most external contacts. You will need to be informed and aware of ASSIST's services and of other services in the city to signpost people to.

Office Administration

- Maintaining a clean, pleasant and welcoming office environment
- Setting up rooms and technology for meetings and services and minute taking
- Support and train volunteers in the use of office facilities, equipment and IT systems
- Maintenance and development of office systems, storage and stock
- Administrative support for ASSIST's staff and teams, as required
- Engaging with colleagues to ascertain their requirements of ASSIST's office spaces

Finance

- Recording and banking donations of cash and cheques arriving through the office
- Assisting with the processing and recording of expenditure, including expense claims, accommodation payments and invoices
- Processing and overseeing the distribution of welfare payments to service users and administrative support for the welfare process

Database Administration

- Support with ensuring data is captured and entered appropriately on our contact database
- Support with the extraction of data from our database and timely reporting on client, volunteer and supporter activity

Other

- To work with and support a team of office volunteers in the completion of tasks
- To be a member, and contribute to the work of, ASSIST's Resources Team
- Other appropriate tasks as required by the organisation

An offer of employment is subject to a satisfactory Disclosure and Barring Service (DBS) check.