

**Senior Administrator**

**Job Description and Person Specification**

**Hours** 28 hours

**Salary** £29,689

**Responsible to** Operations Manager

**Employed by** Stay Safe East

**Based at** 90 Crownfield Road, London E15 2BG (accessible premises)

**Aims**

* To provide support for IT and work-related equipment, ensure subscriptions are in place and support staff with Access to Work and coordinating orders accordingly.
* To provide support for, HR, Finance, facilities and Health and Safety
* To devise, manage and maintain administrative systems and procedures.
* To provide administrative support for Operations, Finance and HR functions.

**Tasks:**

* To provide support to Stay Safe East staff, overall office functions and support to the Operations Manager and senior management team.
* Oversee and diarise Outlook, team meetings, training events. Maintain the online booking system for office meeting rooms.
* Support staff with ordering equipment for their home office set up.
* Manage office Wi-Fi and telephone system providers. Oversee dispersal of post.
* Maintain and order office supplies.
* Maintain and order office equipment, ensuring best value for money, and record and maintain office equipment register including disposal of items.
* Liaise with the DRC building manager in relation to maintenance, cleanliness of the office and arrange for any necessary repairs.

**IT and Administrative systems**

**Tasks:**

* Maintain shared calendars (staff birthdays, contract renewals, etc)
* Coordinate staff duty phone rota, including daily diverts to Duty Phone advocates, monitoring voicemail and text messages.
* Help to set up new systems and to transfer data (e.g., SharePoint) and supporting staff in setting up specialist IT equipment.
* Liaise with external IT support provider to ensure staff are fully supported with IT related issues.
* Manage Stay Safe East’s IT system (Office 365/SharePoint), including setting up, closing down and maintaining records of user profiles in Office 365 admin centre and Teams (inc. folder/file permissions), emails (Outlook), accounts (Google, Uber, Zoom) and all associated user profile details and passwords.
* Create and manage shared calendars and distribution lists.
* Maintain software and licence management. i.e.: virus protection, Adobe, Microsoft, Zoom.

**Access to Work Orders**

* + Order Access to Work equipment on behalf of staff from suppliers.
	+ Process orders when they arrive in the office and ensure delivery to staff.
	+ Ensure that staff sign and return Access to Work claim forms.
	+ Ensure that reclaims and remittances are received.
	+ Record and liaise with Bookkeeper and Finance Manager in relation to Access to Work expenditure and remittance.

**Client Orders**

* + Make purchases as per approved client purchase form requests.
	+ Update staff with delivery details for clients.
	+ For all purchases (office, staff, Access to Work and client) record and share details (i.e.: budget allocation details, purchase method, type of purchase and receipts) with the finance team.

**Operations, Finance and HR functions**

* Assist in the on-boarding of new staff (purchase, set up and delivery of equipment, set up of accounts, ordering, keys, building pass).
* In conjunctions with relevant Manager, support the coordination of new employee/volunteer induction and non-service-specific induction, including introductions, office practices, office equipment, health and safety.
* Set up, record, monitor and arrange payment of contracts, subscriptions and memberships (i.e.. Mobile phone sims, Zoom, virus protection, domain, and website hosting, IT monthly support)
* PayPal: monthly report, download and share receipts with Finance Manager.
* Uber Accounts: record and share with Finance Manager, monthly record of account and receipts.
* Amazon: record and share with finance teams monthly record of account and receipts.
* Ensure that all invoices received by post or by e-mail are passed to the finance manager for payment.

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
|  | **Essential (E)****/ Desirable (D)** |
| **Experience** |  |
| 1. Experience of providing co-ordination, administrative and IT support in a busy environment
 | E |
| 1. Demonstrable Office 365 administration experience
 | E |
| 1. Experience of making and recording orders
 | E |
| 1. Experience of supporting HR & recruitment processes
 | D |
| 1. Experience of supporting office health and safety
 | D |
| 1. Experience of working in a charity or similar organization
 | D |
| 1. Experience of working for a Deaf and Disabled People’s Organisation
 | D |
| **Knowledge and skills** |  |
| 1. Ability to undertake a range of administrative procedures
 | E |
| 1. IT proficient including Microsoft Outlook, Office 365, Word and Excel
 | E |
| 1. Excellent numerical and literacy skills in order to undertake a range of tasks
 | E |
| 1. Excellent organisational skills with the ability to organise and prioritise work
 | E |
| 1. Demonstrable ability to maintain clear records
 | E |
| 1. A strong attention to detail and accuracy
 | E |
| 1. Ability to work under own initiative, manage multiple priorities and deliver under pressure
 | E |
| 1. Ability to communicate effectively in person, on the phone and in writing
 | E |
| 1. Good interpersonal skills
 | E |
| 1. Ability to work flexibly, sensitively and in partnership with range of Deaf and disabled people from all backgrounds
 | E |
| 1. Knowledge and understanding of the access and workplace need of disabled people (training can be given)
 | D |
| **Personal Attributes** |  |
| 1. Ability to use own initiative and know when to seek advice
 | E |
| 1. Ability to work under pressure to tight deadlines
 | E |
| 1. High level of patience and adaptability
 | E |
| 1. A team player with a positive outlook and strong work ethic
 | E |
| 1. Acts with professional integrity at all times
 | E |
| 1. Committed to high standards of quality and seeks to improve systems and processes
 | E |
| 1. Ability to develop and maintain strong, effective, and professional working relationships
 | E |
| 1. Willingness to travel into office in Leyton East London as part of hybrid working schedule
 | E |
| 1. Treat people fairly and respectfully
 | E |
| **Other** |  |
| 1. Willingness to attend evening and very occasional weekend meetings
 | E |
| 1. Personal lived experience of disability
 | D |
| 1. Some knowledge and understanding of the issues faced by victims and survivors of Domestic Abuse
 | D |
| 1. Understanding of the social model of disability and cultural model of deafness
 | D |