



Woking Mental Health Resource Centre Limited

Job Description

JOB TITLE:	Office Administrator
SALARY:	£18,000 per annum, pro rata
HOURS:	24 hours per week Some weekend/evening working may be required on occasions
ANNUAL LEAVE:	25 days per annum, pro rata
RESPONSIBLE TO:	Chief Executive

JOB SUMMARY:

To provide a comprehensive administrative service to the CornerHouse team.

KEY TASKS AND RESPONSIBILITIES:

1. General Administration

- Welcome visitors to CornerHouse and respond to intercom.
- Screen incoming telephone calls ensuring that calls are passed quickly to the right person, are appropriately signposted or that messages are effectively passed to the relevant member of staff.
- Maintain a supply of stationery and office equipment as required.
- Main electronic and paper filing systems.
- Arrange appointments and meetings, booking appropriate venues where required.
- Prepare papers and take minutes for CornerHouse meetings.

2. Information Management

- Ensure that attendance data is up to date and recorded accurately by both staff and volunteers.
- Register new clients, add attendance records and wellbeing information on the database and maintain an effective filing system.
- Follow-up client's non-attendance and add closure/outcome reasons to the system.
- Assist with the completion of the performance monitoring reports.

3. Publicity Material

- Ensure that CornerHouse provides an up to date source of information on mental health matters including leaflets and electronic information.
- Update and create information leaflets and posters, notifying any changes to relevant parties.
- Update communication boards both internally and externally and distribute information to statutory and non-statutory organisations and individual members of the public.
- Monitor leaflet supplies and arrange reprints when necessary
- Produce regular newsletters
- Assist with the charity's social media presence to retain and increase followers.
- Create event programmes for groups.

4. Communications

- Maintain the email communication system, adding new subscribers and keeping track of unsubscribers.
- Send out group reminders and general communication as required.
- Send out newsletters.

5. Library

- Maintain CornerHouse libraries, keeping an accurate log of resources and following up any outstanding books on loan.

This job description is not exhaustive, it will be subject to periodic review and may be amended to meet the changing needs of the organisation.

Enhanced DBS clearance required for this role.

Person Specification

	Essential	Desirable
Qualifications and Experience	<p>Educated to at least GCSE level including good numerical and written skills</p> <p>Considerable experience working in an office environment</p>	<p>Experience of managing an office in the voluntary sector</p>
Key Skills and Competencies	<p>Excellent written and verbal communication skills</p> <p>Excellent organisational skills</p> <p>Attention to detail and accuracy</p> <p>Ability to plan, balance and cope with competing priorities</p> <p>Accurate use of IT to create documents</p> <p>Ability to help organise meetings and events</p> <p>Ability to work independently using own initiative</p> <p>Ability to work as part of a small team and be flexible in approach to work.</p> <p>A working knowledge of Information Governance and health and safety practices</p>	<p>Knowledge of Adobe Photoshop</p>
Personal Attributes	<p>A creative and proactive approach to all areas of work</p> <p>Commitment to delivering a high-quality service</p> <p>Ability and social skills to work with multidisciplinary teams</p> <p>Flexible and adaptable approach to work demands across the whole organisation</p>	
Other	<p>Willing and able to work occasional evenings and weekends</p>	