

Job Description for: Centre Administrator – East Surrey

<p>Location East Surrey - Redhill</p>	<p>21 Hours per week</p>	<p>FTE Salary: NJC Scale Point 27 (£37,035) Actual salary: £22,221</p>
<p>ROLE AND PURPOSE</p>	<p>To provide office premises management and administrative support for Welcare in East Surrey.</p>	
<p>ACCOUNTABILITY</p>	<p>The post holder is accountable to the Welcare Centre Manager and then to the Chief Executive of Welcare, who is responsible to the Trustees of Southwark Diocesan Welcare for the professional delivery of the service and the performance of the agreed duties.</p>	
<p>GENERAL DUTIES</p>	<p>Office Management and Administration Responsibility for providing an efficient and effective administrative support service to the East Surrey staff team:</p> <ul style="list-style-type: none"> • To be the first point of contact on all building related matters from liaising with contractors to receiving deliveries. • To project manage any building works, repairs to equipment and furniture, including obtaining quotes and researching best value, keeping the Centre Manager informed. • To be responsible for setting up systems to ensure health and safety inspections and PAT tests are carried out, fire alarm tested regularly and fire drills are held and recorded. • To manage the Centre’s cleaning service, to include regularly inspecting the building, ordering and maintaining cleaning supplies. • Maintaining the smooth running of IT systems and being the first point of contact on IT issues and phones. • To order and maintain cost effective centre and office supplies. • Main point of contact with Swan Family Time Centre or any other outside organisations using the centre under licence. • To recruit, train and supervise volunteers to ensure smooth running of the Welcare centre. • Be responsible for providing a welcoming reception service both in person, via email or on the phone, ensuring that the centre contains useful information for service users and visitors to the centre. • Provide administrative and financial support to the Welcare Centre Manager and colleagues as required. • To act as ID document checker for DBS checks • Responsibility for using Welcare’s Lamplight client database and maintaining eTapestry, Welcare’s supporter database. • Use eTapestry to manage distribution of communications to professionals, local voluntary or community organisations including churches. • To be trained on the use of EHM case management system. 	

	<p>Finance and Income Generation:</p> <ul style="list-style-type: none"> • Receive and record all payments and card transactions. • Organise and administer system for despatching invoices for services provided, in co-operation with Central Welcare staff. • Liaise with staff at Central Welcare regarding receipt of funds and coding in line with Welcare's departmental and nominal codes. • Approve and upload invoices on iCompleat using Sage Coding • Maintain petty cash records using the Equals Money payment card and recording system • Make funding applications to local organisations and trusts to support the work of Welcare in East Surrey. • Support Welcare staff with administration of client grant payments.
TEAMWORK	<ul style="list-style-type: none"> • To work as part of the Welcare East Surrey team to ensure that the service is welcoming and accessible to all. • To attend team meetings taking minutes as required. • To participate in special or fundraising events when required (TOIL will be given). • To maintain a high standard of professional practice both within Welcare and in the wider multi-agency environment.
STAFF MANANGEMENT	Supervise administrative team, cleaning staff and volunteers as required ensuring regular supervision and annual appraisals are carried out in line with Welcare's policies.
BENEFITS OF WORKING FOR WELCARE	<ol style="list-style-type: none"> 1. Competitive salary linked to the NJC scales 2. 30 days annual leave (calculated pro-rata for part-time staff) 3. Two additional holidays on Maundy Thursday and Christmas Eve (calculated pro-rata for part time staff) 3. The chance to make a difference in an unbureaucratic environment 4. Pension contribution 5. Employee Assistance Programme 6. FTE Salary: £37,035 (Actual salary for 21 hours per week: £22,221pa) 7. Hours of work: 21 hours per week.
DATE CREATED	January 2025
JD REFERENCE	Centre Administrator (East Surrey)

PERSON SPECIFICATION

Job Title: Centre Administrator

Spinal Point: 27

Location: East Surrey - Redhill

ATTAINMENTS AND EXPERIENCE	
<p>ESSENTIAL</p> <ul style="list-style-type: none"> • Experience of managing staff and volunteers • Proven experience in dealing with the public by telephone and in person. • Experience of dealing with sensitive issues effectively. • Awareness of data protection requirements • Experience of working on own initiative and as part of a team • Experience of maintaining written records and systems. • Experience of managing premises including Health and Safety regulation compliance 	<p>DESIRABLE</p> <ul style="list-style-type: none"> • Experience of working in the voluntary, community or faith sector • Trained Fire Marshal and/or First Aider • Experience of using eTapestry or other relational databases • Ability to update website
SKILLS	
<p>ESSENTIAL</p> <ul style="list-style-type: none"> • Accuracy and ability to follow instructions. • Able to manage own time effectively and to work effectively and flexibly as part of a team • Good interpersonal skills and able to provide a high standard of customer care. • Able to communicate effectively and politely with members of the public. • Skilled in a range of IT tools including MS Office and database management systems • Able to lead discreet projects and manage them from initiation to completion • Able to devise and review procedures and systems that meet the changing needs of the service 	
PERSONALITY	
<p>ESSENTIAL</p> <ul style="list-style-type: none"> • Ability to maintain confidentiality • Effective and confident communicator 	

CIRCUMSTANCES

ESSENTIAL

- Enhanced DBS clearance is required

WORK INTERESTS

ESSENTIAL

- Commitment to working in partnership with children and families to build resilience and independence
- Commitment to involving children and families in the development of services

WORK ATTITUDES

ESSENTIAL

- Flexible approach to working which prioritises the needs of children and families
- Ability to actively demonstrate behaviours which align to Welcare's values including respect for Equality, Diversity and Inclusion principles