**Office Administrator Job Description and Person Specification**

|  |  |
| --- | --- |
| **Location:** | Emmaus Cambridge |
| **Accountable to:** | CEO |
| **Hours of work:** | 37.5hrs per week (part-time considered at 30hrs per week) |
| **Days of work:** | Monday to Friday |
| **Contract:** | Fixed term (6 months) |
| **Salary:** | £25,000 per annum (pro-rata) |
| **Holiday:** | 25 days plus bank holidays (pro rata) per calendar year |

**Job Overview**

Emmaus Cambridge is looking for an Office Administrator to join our team.

A successful Office Administrator will provide administrative support largely to the CEO, COO and Support Manager and help develop our daily office procedures as well as supporting with a number of important and time sensitive projects.

Main duties include organising company records, developing and detailing processes, cataloguing and updating a suite of policies, assisting with documenting strategy progression, producing reports and digitising of paper documents.

The ideal candidate will be a hard-working professional, a completer-finisher able to undertake a variety of office support tasks and work diligently under pressure. This person will be comfortable working with a high degree of attention to detail and discretion as well as incorporating new and effective ways to achieve better results. It is essential this individual is a positive role model as you work alongside companions, the people the charity house and supports.

Ultimately, we are looking for someone to ensure our administrative activities run smoothly on a daily and long-term basis. Our ideal candidate will have working knowledge of office equipment and office management tools. If you have previous experience as an Office Administrator or similar administrative role, we’d like to meet you.

**Main Duties and Responsibilities**

Reporting to the CEO you will work in the community or following a successful induction and with prior, agreement from home.

**Office Duties:**

* Organise office and assist colleagues in ways that optimise procedures
* Create and update records ensuring accuracy and validity of information
* Assist with archiving and developing a new file structure
* Maintain and update company databases which may include personnel and partner agencies
* Organise and maintain a filing system for important and confidential company documents
* Update, distribute and manage the suite of policies
* Assist with the production of handbooks or materials to support key personnel
* Maintain the organisational diary
* Schedule and plan meetings and appointments where required
* Distribute and store correspondence (e.g. letters, emails and packages)
* Prepare reports and presentations, as assigned
* Introduce mechanisms to create prompts for renewals of any documents, which may range from insurance to regulatory reports

**Collaboration and Communication:**

* Develop and maintain trusting relationships
* Sort and distribute communications in a timely manner
* Work alongside a combination of paid staff, companions, volunteers and other agencies

**Health and Safety:**

* Assist with documentation and recording of records
* Support with mechanisms to streamline processes
* Introduce prompts for outstanding actions or renewals

**Scope**

|  |  |
| --- | --- |
| Decision making level | Daily oversight of documentation related to procedures and processes  Responsibility to drive forward plans agreed by key personnel  Escalation of any issues to CEO if required |
| Financial resources | No applicable  No delegated authority for purchases/expenditure |
| Information and material resources | Daily responsibility for production of high quality materials  Communicator/distributor of new initiatives/approaches – which may include training of the necessary parties |
| People management | No direct line management responsibility however this role will work alongside the CEO, COO and Support Manager and on occasion may interact with companions and volunteers, offering support as required |

**General**

Emmaus Cambridge works with vulnerable people who have either experienced homelessness or have been at risk of homelessness. The people we support are known as companions and live on our site at Landbeach, Cambridge.

The role is desk based and through the very nature of uniting all areas of the organisation, integral in helping Emmaus Cambridge function in a purpose driven, methodical and strategic fashion.

The focus on processes and procedures will ultimately support staff to support companions helping them find their purpose in life whilst living in a safe, secure home and benefitting from crucial work experience across the multiple areas of the social enterprise.

The work experience offered across our social enterprise provides companions structure and is a vital tool helping to build confidence and develop new skills. Alongside donations and fundraising, the social enterprise generates funds to enable the work of Emmaus Cambridge to continue and support many acts of solidarity which directly benefit people across Cambridgeshire and on occasions beyond.

The social enterprise trades from Wednesday to Sunday and requires seven day working to prepare for trading days. The Office Administrator will report directly to the CEO, working closely with the COO and Support Manager, working a rota pattern of five working days Monday to Friday (part-time option available).

As a small local charity, it is essential that our good reputation is maintained, and this is supported by a selection of policies and procedures and excellent team involving volunteers, companions, colleagues and trustees. An appreciation for understanding professional boundaries is key as our work is undertaken is a location, which is a combination of residential and commercial.

This is a newly formed role and one which will have a lasting legacy in Emmaus Cambridge’s growth and development. All people working at Emmaus Cambridge play a vital part in making a positive difference to the direction of another person’s life. If you would like to find out more, we would encourage you to contact us to discuss this unique opportunity.

Any offer of employment will be subject to a satisfactory enhanced DBS disclosure.

**Office Administrator**

**Person Specification**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| Education/Qualifications | |
| * Excellent general education including Maths and English to GCSE standard or equivalent | * Office management, project management or administration qualification or equivalent |
| Experience | |
| * Proven experience as a back-office assistant, office assistant, virtual assistant or in another relevant administrative role * Knowledge of “back-office” computer systems (ERP software) * Working knowledge of office equipment * Thorough understanding of office management procedures |  |
| Skills | |
| * Excellent organisational and time management skills * Analytical abilities and aptitude in problem-solving * Excellent written and verbal communication skills * Proficiency in MS Office * Calm and methodical approach to tasks * Able to work effectively under pressure and in a busy environment |  |
| Attributes | |
| * Inclusive and non-judgemental * Resilient * Self-motivated and professional * Positive outlook * Empathetic and understanding of a wide range of needs and experiences. |  |
| Other | |
| * Willing to undertake a DBS check | * Holds a clean and full driving licence |