

## **OFFICE ADMINISTRATOR (Full Time)**

---

<b>REPORTS TO:</b>	<b>CEO</b>
<b>HOURS OF WORK:</b>	<b>Monday - Friday (35 hours)</b>
<b>SALARY:</b>	<b>£20,500</b>
<b>LOCATION:</b>	<b>London, N7</b>

---

### **About HemiHelp:**

HemiHelp is a small national charity providing information and support to families affected by hemiplegia. The charity was started by a group of parents in 1991 who felt they were not being provided with the support they needed from the government or existing charities. HemiHelp continues to be self-supporting; around half of the funds raised come from family members and a wide network of volunteers work together to run HemiHelp's support and information services. It is the only charity of its kind in the UK.

Hemiplegia is a neurological condition that weakens one side of the body, and affects one child in a thousand. It is sometimes described as a form of cerebral palsy, and the effects are similar to those of a stroke.

### **Job Purpose:**

This is a key post. HemiHelp is a small and growing charity which requires effective and efficient office systems and membership coordination. The post holder is expected to be proactive in ensuring the smooth running and integration of all office based activities, including supporting essential services, utilising the help of volunteers. You will take pride in providing help and advice to HemiHelp members and supporters.

The charity has a small team of friendly and hardworking staff and a larger network of highly committed volunteers, members and supporters who work together and support each other. The post holder is expected to be proactive, self motivated and show initiative and flexibility, taking responsibility for checking their own work. This role would suit someone with a good foundation of administrative skills who wants to get into the voluntary sector. In this growing organisation there is flexibility and room for the successful applicant to develop professionally and make their mark on the organisation.

For the right person this will be a very rewarding and fulfilling role. In the longer term you will develop strong relationships with our family members and provide professional and friendly support to members and supporters as well as staff.

The quality of the relationship we have with our growing membership and with HemiHelp supporters is central to our success and will ultimately play a major part in our aim of reaching all families in the UK living with hemiplegia. You will need to really care about the important issues that affect these families and gradually become well informed and knowledgeable about the diverse needs of families living with hemiplegia.

## **MAIN DUTIES AND RESPONSIBILITIES:**

### Membership and Database

- Maintain the database (Iris Donor Strategy), ensuring accuracy and consistent use of the database systems and procedures by all staff
- Oversee membership enquiries and applications for membership
- Enter new member details onto the database and send out membership packs
- Ensure existing member files are updated as necessary (change of address, contact details, archiving)
- Oversee administration of membership payments and Direct Debits
- The maintenance and, as necessary, the upgrading of the membership database
- Train new staff on database practices
- Log support queries onto Iris Donor Strategy database.

### Administration

- Oversee post in/ out of the office and other general duties such as filing, faxing, photocopying, shredding
- Maintain and develop efficient office systems and processes
- Process merchandise orders and ordering stock for the online shop.
- Provide administrative assistance for HemiHelp's annual fundraising events

### Services

- Responsible for the daily management of the telephone helpline service:
  - Provide daily support to the team of volunteer helpliners
  - Use integrity, sensitivity and common sense at all times when dealing with helpline enquiries.
  - Maintain appropriate helpline systems and records using Donor Strategy
  - Answer basic enquiries
  - Ensure full coverage of the helpline during opening hours, recruiting and training new volunteers as required
  - Produce regular helpline updates to keep volunteers informed of the latest changes at HemiHelp and important information relevant to their post
- Send out information relating to support queries
- Administration of Prof. Robert Goodman's Online Behavioural Assessment scheme
- Administration and development of schemes including recorder and stabiliser loans, pen pals, local groups and odd shoe scheme
- Responsible for publicity and regular progress reports on all schemes and services.

### Premises

- Responsible for monitoring and maintaining stationery supplies and office equipment, liaising with staff regarding their needs, developing procedures, generating orders, liaising with suppliers to ensure best price is sourced, checking off deliveries
- Purchase, installation and maintenance of IT systems and telephone equipment
- Record fire drill log and maintain up to date health and safety procedures including risk assessment and ensuring all staff have fire safety inductions
- Responsible for maintaining and developing the ongoing relationship with Scope including lease renewal and facilities support services
- Oversee general smooth running and upkeep of the office.

### Other Duties

- First point of contact on the phone for any enquiries
- Assist the CEO in organisation of Trustee meetings; co-ordination, production and circulation of agendas and supporting papers
- Attend Trustee meetings and take minutes, write up and distribute to all relevant parties
- Assist the CEO with general duties and administration
- Assist in the preparation for staff meetings and taking minutes
- Provide admin support for other staff members when the need arises and is practicable
- Maintain efficient and effective office systems including a clear, easy to use filing system, making improvements where necessary to ensure best practice
- Coordinate AGMs and staff meetings.

### HR and volunteers

- Volunteer recruitment, induction and supervision
- Supervise work experience placements
- Induct new staff
- Keep staff diary, including annual leave / absence records
- Assist with staff recruitment processes
- Assist in the booking of training courses, arranging accommodation if requested
- Process Criminal Record Bureau checks through another organisation
- Designated Health and Safety officer.

To undertake any other reasonable activity in line with the responsibilities of the post as requested by the Chief Executive, Trustees or other staff.

### **PERSON SPECIFICATION:**

It is **essential** that the Office Administrator should have the following:

- Strong administrative skills including a minimum of one year's experience.
- Excellent computer literacy skills, including Microsoft Office, Outlook and the internet
- Excellent verbal communication skills; able to communicate effectively with a variety of people
- Excellent phone manner
- Good command of the English Language and fluency in writing
- Data management skills
- Ability to work in a small team
- Positive and 'warm' manner
- A friendly, energetic personality with a 'can-do' attitude
- Ability to prioritise and organise a large workload
- Understanding delegation and the need to work with others to achieve your goals
- Ability and willingness to work under pressure
- Self-motivated and confident
- Ability to work on own initiative without day to day supervision
- Ability to show initiative and a flexible approach
- Adaptable
- Discretion and confidentiality
- Availability for occasional evening/weekend work\*

\* HemiHelp operates a time off in lieu scheme (TOIL) for overtime worked.

The following are **desirable** but not essential:

- Experience of minute-taking
- Knowledge of Iris Donor Strategy or similar CRM database
- Full clean UK driving licence
- Awareness of disability issues
- Awareness of children's, youth and family issues
- Understanding and knowledge of the voluntary sector

**CRB checks will be made for this post**