

Job Description

Job title: Administrative Assistant

Accountable to: Office Manager

Location: Frome Town Hall, First Floor, Christchurch Street West, Frome, Somerset BA11 1EB

Hours: 17.5 hours per week (3.5 hours each day Monday - Friday)

We Hear You is a cancer charity providing free professional counselling for children, young people and adults affected by cancer, life threatening conditions or bereavement in Bath and North East Somerset, Somerset and Wiltshire.

Purpose of job:

The post-holder is responsible for providing administrative support to ensure the smooth running of the charity.

Duties and Responsibilities

Counselling and Clients

* To be the first point of contact for a client either by telephone, email or face to face. To handle sensitively any enquiry from a client and accurately record data and requirements.
* Allocate clients to counsellors, record attendance and ensure that the counselling service operates as efficiently as possible
* Monitor the client waiting list and escalate as necessary
* Maintain client data records in accordance with the Data Protection Policy and client wishes
* Generate client data reports and create meaningful statistics to support the whole organisation

Financial

* Daily input to accounting system
* Validation and reconciliation of incoming and outgoing funds for the Charity and the trading subsidiary. Payment of invoices, salaries etc via on-line banking system
* Generate financial reports and create meaningful statistics to support the whole organisation

Other

* Maintain and update HR records including personnel records, holiday entitlement etc
* Process DBS checks as necessary
* Support the Office Manager in the administration of all recruitment
* Undertaking defined projects under supervision of the Office Manager
* Such other duties as are deemed commensurate with the post

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|  | Essential | Desirable |
| Knowledge and Experience |
| Good organisation skills |  |  |
| Good administration, financial and numerical skills |  |  |
| Ability to manage calls sensitively |  |  |
| Strong IT/computer skills, including word, excel, outlook |  |  |
| Experience of maintaining and updating records and collating data and other information |  |  |
| Experience of using and maintaining databases (eg Quickbooks and CiviCRM) |  |  |
| Essential qualities skills and experience  |
| Good interpersonal skills |  |  |
| Ability to plan and manage own time and workload |  |  |
| Excellent attention to detail and strong organisational skills |  |  |
| Ability to undertake a variety of administrative functions including correspondence, telephone enquiries and filing.  |  |  |
| Experience of dealing with schedules and budgets |  |  |
| Some knowledge of the voluntary sector  |  |  |

General

The post-holder will be expected to adhere to all organisational policies, including health and safety.

Equal Opportunities

The post-holder will be expected to implement We Hear You’s Equal Opportunities Policy in all aspects of their work.

Confidentiality

The post-holder will be expected to abide by We Hear You’s Confidentiality Policy at all times.

Safe Guarding Children

This organisation is committed to safe guarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.