

Off The Record Twickenham - Job Description

Job title:	Administrator
Reports to:	OTR Manager
Based:	Church Street, Twickenham

Main purpose of job

The efficient and effective running of the office and administrative functions at Off the Record (OTR). In addition support OTR's Counselling and information service for young people.

Main duties

- Providing high quality administrative support to OTR
- Being first point of contact for enquiries, responding sensitively to all enquiries from young people
- Proactively manage the waiting list for counselling, including receiving and responding to referrals in a timely way
- Making appointments for young people and signpost to other services provided by OTR or external agencies where appropriate
- Promoting OTR's activities, through website, social media and other digital channels and communications
- Keeping OTR's website relevant and up to date
- Maintaining a database of contacts
- Supporting the Manager with regular reporting to funders
- Keeping statistical records updated on computer, and providing quarterly and annual statistical monitoring reports of young people using the service, in table and chart form
- Servicing Trustee Meetings, including minute-taking, sending out papers and booking rooms
- Supporting the Board of Trustees on matters of governance to ensure compliance with Charity Commission guidelines
- Responsible for ordering and maintaining resources such as stationery, books and leaflets
- Maintaining systems for filing and storing of information, ensuring management information is up to date and compliant with data protection regulations
- Carrying out general secretarial duties including typing, photocopying and mail-outs. Updating and collating information for Annual Report
- Responsible for operation and organising servicing of office equipment

General

- Working within Off the Record's policies including Equal Opportunities, Safeguarding, Data Protection and Confidentiality policies
- Attending meetings as required
- Attending internal and external training courses as appropriate
- Undertaking other duties as appropriate

Working Conditions

Mornings but ability to work evenings and weekends as required for sessional cover

Approved by	
Signature:	Sophie Adam
Title:	Chair of Board of Trustees
Date approved:	3 December 2018
Date reviewed:	

Person specification

Criteria	Essential	Desirable
SKILLS AND ABILITIES	<p>Excellent planning and organisation skills</p> <p>Ability to manage projects to meet targets and deadlines</p> <p>Excellent communication and interpersonal skills including writing skills and experience of compiling material for written and electronic mediums</p> <p>Ability to respond to a variety of enquiries including from members of the public</p> <p>Ability to work with sensitive issues</p> <p>Ability to communicate positively and effectively with young people in a clear non-judgmental, calm and professional working manner. Excellent listening skills</p> <p>Experience of organising, servicing and minuting meetings</p>	<p>Familiarity with using a variety of social media, specifically twitter and facebook: plus knowledge of mailchimp</p> <p>Familiarity with or interest in learning how to update website using wordpress</p>

	<p>Excellent IT skills including excel and word, updating databases and preparing materials for reports</p> <p>Ability to work as part of a team</p> <p>Ability to work autonomously, initiating effective administrative systems as required</p>	
KNOWLEDGE	<p>Educated to A level</p> <p>Understanding of issues affecting young people's emotional and mental health and wellbeing</p>	
VALUES AND BEHAVIOURS	<p>Acts with clear boundaries and confidential working practices</p> <p>Shows tact, discretion and judgement</p> <p>Has a flexible approach and open to new ideas</p> <p>Able to communicate constructively, honestly and openly with colleagues and accept help from others</p> <p>Has a commitment to delivering an effective high quality service</p> <p>Committed to effective team working, by collaborating with colleagues</p> <p>Is interested in developing self knowledge and skill within the objectives of OTR</p> <p>Demonstrates a commitment to equality and diversity within OTR's service</p> <p>Demonstrates energy and enthusiasm for the work delivered by OTR</p>	