

Off The Record Twickenham - Job Description

Job title:	Administrator
Reports to:	OTR Manager and OTR Business Manager
Based:	Church Street, Twickenham
Terms of employment:	1 year Fixed-Term PAYE Contract initially 30 hours/week at £25,000 pro rata

Main purpose of job

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

Main duties

1. Counselling Service

- To support the OTR Manager and other members of the administrative and counselling team in the efficient management of the Counselling Waiting List
- To receive and respond to referrals of young people in a timely and supportive way
- To make appointments for young people and signpost to other services provided by OTR or external agencies as appropriate
- To keep statistical records updated, and assist with quarterly and annual monitoring reports showing quantitative and qualitative data on young people using OTR's services

2. Communications

- To be the first point of contact for telephone enquiries, responding sensitively and supportively to enquiries from parents and young people
- To promote OTR's activities, through website, social media and other digital channels and communications, including the MailChimp newsletter
- To update the OTR website ensuring that it remains current, relevant and informative
- To maintain the database of OTR's contacts and wider stakeholders

3. Administrative and Secretarial Functions

- To provide high quality administrative and secretarial support to OTR
- To assist the OTR Manager and Business Manager with specific, stand-alone projects
- To be responsible for ordering and maintaining resources such as stationery and leaflets
- To maintain systems for filing and storing information, in a methodical and accessible way, ensuring operational information is up-to-date and meets data protection standards

4. OTR Governance

- To assist the Chair of the Board of Trustees with specific, stand-alone projects

- To support the Board of Trustees with enquiries on matters of governance, ensuring compliance with Charity Commission guidelines
- To work with the Board of Trustees on strategic and fundraising event planning
- An ability to service Trustee meetings, including sending out papers and minute-taking may be required

General

- To work within Off the Record's policies including Equal Opportunities and Diversity, Safeguarding, Information Management, Data Protection and Confidentiality policies
- To attend meetings as required
- To attend internal and external training courses as appropriate
- To undertaking other duties as appropriate

Working Conditions

Office-based in Church Street Twickenham, 5 days per week. Hours to be negotiated but to include some afternoon/early evening work.

There may be an occasional need to provide sessional cover for the counselling sessions.

<p>Approved by</p> <p>Signature:</p> <p>Title:</p> <p>Date approved:</p> <p>Date reviewed:</p>	<p>Rowena O'Beirne</p> <p>Business Manager</p>
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Person specification

Criteria	Essential	Desirable
<p>SKILLS AND ABILITIES</p>	<p>Excellent planning and organisation skills</p> <p>Ability to manage projects to meet targets and deadlines</p> <p>Flexibility in responding to competing demands and new challenges</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>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 the website using wordpress</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>Ability to use MS Office 365 platform and/or other Cloud systems. Excellent IT skills including excel and word, up-dating 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>	<p>Experience of organising, servicing and minuting meetings</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>	