

JOB DESCRIPTION

Job title: Administration Officer	
Salary:	£20,000
Working hours:	37.5 hrs over 5 days (Above Statutory Annual Holiday Allowance)
Reports to:	Project Manager
Accountable to:	Managing Director
Appointment type:	Permanent
Main Location:	21-23 Pelham Road, Nottingham NG5 1AP (Office based Monday/Friday; hybrid working considered Tuesday to Thursday)
Job Purpose	
<p>The main purpose of the job is to provide a positive experience for clients who have been referred to the project from various sources. The role holder will be responsible for facilitating the journey for the client from referral to the correct team. It will involve inputting data, creating spreadsheets, managing mail outs, being responsible for email inbox, supporting the team for events and any other general admin tasks as required.</p> <p>You will receive referrals from various professionals, such as nurses, GPs, psychologists, social workers, and voluntary sector organisations, as well as self-referrals. Referrals may be submitted through our referral forms via email or post, or individuals may contact the service directly.</p> <p>Your responsibility as a Referral Administrator is to gather comprehensive details at the referral stage, ensuring that all necessary information is obtained to facilitate an initial assessment of the person's needs by the appropriate team. Additionally, you may engage with individuals interested in volunteering for the service.</p>	

Your role is pivotal in creating a positive first impression and effectively communicating the services offered, whilst demonstrating compassion and empathy towards individuals seeking support.

Duties and Responsibilities

Referrals:

- Accept referrals through various channels (phone, email, text) and accurately input data into the CRM system.
- Create new client profiles on the CRM system.
- Understand and follow the safeguarding policy and procedures when handling referrals.

Administration:

- Respond to project-related enquiries and provide necessary administrative support.
- Assist volunteers with administrative tasks when required.
- Keep the CRM system updated with client and volunteer information.
- Create and maintain Excel spreadsheets for data management.
- Collate information and data from the CRM system to send to SORD at Manchester University.
- Sort incoming and outgoing mail and handle other ad-hoc administration tasks.
- Assist in organising and preparing rooms for staff meetings and related events.
- Support the team in organising community events.
- Seek assistance from the Office Manager for additional support, bookings, rentals, and related tasks.
- Adhere to all policies and procedures for effective collaboration.

HR:

- Ensure timely disposal of records according to retention policies.
- Provide administrative support to managers in the recruitment of staff and volunteers.

Customer service and reception:

- Fulfil reception duties and be the initial point of contact for the project.
- Handle telephone, email, and face-to-face enquiries from staff and visitors, ensuring timely responses.
- Support and direct volunteers and staff who are not present in the office.

Other duties:

- Attend and contribute to team meetings, take minutes, and distribute them.
- Participate in relevant training and networking events.
- Perform other reasonable duties as assigned by your line manager.

This job description does not contain an exhaustive list of duties and you may be required to undertake additional responsibilities consistent with the scope of the position. It is a dynamic document which will be subject to review with the post-holder to adapt and develop the role according to the service needs and company policies.

Collaborative working with other departments

Office Manager/Administrator

- Liaise with Self Help UK Office Manager/Administrator to ensure good links with Self Help UK; get help with administration as needed - office supplies, supplies for staff, ID badges for volunteers, bookings for conventions, training and much more.
- Liaise with Self Help UK Office Manager/Administrator to ensure consistent working.

Other Self Help UK Teams

- When necessary, work in line with other Self Help teams as directed by Project Manager.

Person Specification: Administration Officer	
Essential criteria	Desirable criteria
<p>Knowledge required:</p> <ul style="list-style-type: none"> • Proficiency in (British Sign Language) BSL Level 3 • Previous experience in a similar role • Familiarity with safeguarding and data protection 	<ul style="list-style-type: none"> • British Sign Language Level 4
<p>Experience required:</p> <ul style="list-style-type: none"> • Experience working with CRM systems • Knowledge of file administration processes • Demonstrated ability in data entry with a high level of accuracy • Competence in using spreadsheets 	
<p>Skills required:</p> <ul style="list-style-type: none"> • Proficient in Microsoft 365 tools, including SharePoint, OneDrive, Excel, and PowerPoint • Strong organisational skills to effectively manage tasks and priorities • Excellent communication skills, include written • Flexibility to adapt to changing priorities and handle multiple tasks • Teamwork abilities, to collaborate effectively with colleagues • Empathy and the ability to understand and relate to others' emotions and experiences 	

<ul style="list-style-type: none">• Sensitivity in dealing with sensitive and confidential information• Strong attention to detail to ensure accuracy and quality in work• Collate information and data for CRM to send to third Party	
<p>Qualifications required:</p> <ul style="list-style-type: none">• Level 2 Diploma Business Administrator or equivalent qualifications• British Sign Language NVQ Level 3 or proficiency in BSL	