

Job Description

Job Title: Office Administration Apprentice

Accountable to: Operations & Development Manager (ODP)

Reports to: Family Services Coordinator (FSC)

Job purpose

The role of the post holder is to provide general administrative support to the organisation. This will include responsibility for all reception duties; acting as front of house, carrying out work delegated by the relevant teams including finance and family services, supporting the finance function in conjunction with partner organisations and office administration. The post holder will also be required to deal with enquiries from members of the public, organisations and our supporters.

Key Accountabilities

Reception Duties

- Receive and connect telephone calls and take/relay messages as necessary (developing on to checking and adding information onto the databases)
- Welcome all families and visitors, ensuring they sign in and explaining our facilities and fire procedures.
- Take payments over the phone or in person, including therapy payments and/or donations using the card machine provided and filling out relevant spreadsheet.
- Process all incoming and outgoing post.

Accounting

- Updating financial income records, working with the outsourced accountants to ensure accurate and timely reporting.
- Inputting the weekly income spreadsheet and managing invoices.
- Banking all monies; cash and cheques.

Office Administration

- Checking weekly Health & Safety check sheets reporting issues to FSC&OM.
- Inputting monthly printer usage, contacting printer company to order relevant supplies and calling through any printer issues.
- Take minutes in fundraising, therapy and full staff meetings. Type up and distribute via email.
- To arrange meetings for outsourced services when required.
- Check building signage is correct. Highlight any issues with FSC.
- Ensure backup disks are changed over daily.

- Monitor stationary supplies and inform FSC.

Family Services Administration (Developing onto)

- Inputting any phone enquiry information onto the database and notifying FSC of enquiry.
- Dealing with any enquiries for services already booked e.g. Telephone interview date and time/ assessment date, time and location queries/ invoice and payment queries.

Fundraising Administration (Developing onto)

- Downloading and inputting all donations onto bibic's fundraising database Donorflex.
- Inputting and updating donor information on Donorflex.

General Requirements

- Policies and Procedures – ensure that all bibic's Policies and Procedures are adhered to at all times. ^[L]_[SEP]
- Confidentiality – acknowledging the need for professional sharing of necessary information with relevant parties, ^[L]_[SEP] maintain a strict confidentiality of information both internal and external. ^[L]_[SEP]
- Performance – participate in regular supervisions and annual appraisal with the CEO.
- Other duties – undertake any other duties as reasonably required by the CEO / Trustees. Note, that this job ^[L]_[SEP]description is not contractual and may change over time as agreed with the CEO and Board of Trustees. ^[L]_[SEP]
- To promote bibic's good name, and an effective working relationship, with outside organisations
- Understand and promote the charity's objectives and belief in our values.
- Observe health and safety within the workplace to ensure personal safety and to safeguard the interests and safety of colleagues and visitors.
- To attend meetings and training as required.

Terms and conditions

Salary: £9,750

Holiday: 20 + 3 mandatory days between Christmas and New Year, plus bank holidays.

Hours: 37.5 per week, core hours 9-5

Other Benefits: Life Insurance following 1 years' service and group permanent health care.

References – this role is subject to the receipt of a satisfactory Enhanced Disclosure and Barring Service check and ^[L]_[SEP]suitable references.

Person Specification

Essential	
Skills, Knowledge, Experience, Education	Grade C or above in GCSE English and Maths.
	Good working knowledge of Microsoft Office and IT skills
	An understanding of office systems
	An understanding of good customer relations and some experience in dealing with public enquiries
	Good interpersonal skills.
	Good telephone manner.
	Good written and oral communication skills.
	Ability to work under own initiative without supervision. (Develop into)
	Ability to give attention to detail and to see things through to conclusion
	Ability to set own priorities and work within a timescale
Behaviours	Courteous attitude
	Able to remain calm under pressure
	Required to spend a considerable period a working day sitting in front of a computer.
	Self-starter, flexible and willingness to learn.
	Able to work independently and as part of a team
	Can do attitude and willingness to problem solve
	Flexibility to work outside of office hours occasionally
Desirable	
	Car driver desirable