JOB DESCRIPTION			
Job Title	**Administration Officer**	**Accountability**	**Operations Manager**
Based	**Gloucester**	**Hours per week**	**12 hours per week**
Salary	**£22,010 per year pro rata**		

Job Purpose:
The role of the Administration Officer is to support the Operations Manager in ensuring the smooth and effective operation of the support and administrative functions of the organisation. The role is a job-share and encompasses:

- The smooth running of the 3 Centres (Gloucester, Cheltenham and Stroud).
- Responsibility for maintaining up to date information on the client database.
- To ensure all work is carried out within the framework of Listening Post's Policies and Procedures.
- To support the HR manager administratively
- To support the Fundraising Manager with communications
- To have sufficient knowledge of your counterpart's responsibilities in training support to cover the role during periods of leave.

Main duties and Responsibilities:
Office Management

- To order stationery and general office supplies as necessary, obtaining best value for money.
- To keep refreshments stocked and the office and notice boards tidy.
- To recruit, induct and maintain ongoing support for Volunteer Receptionists.
- To monitor supplies of paperwork for counsellors.

Administration

- To oversee and manage all process relating to the client administrative journey from initial registration through to booking assessments and administrating closures.
- To implement any new administrative procedures or policies and to inform and assist volunteers with the same.
- To carry out all clerical and administrative functions including word processing, filing, photocopying, mailing, taking messages from the answerphone and e-mails and responding appropriately.
- To provide clerical support for the CEO as necessary.
- To liaise with the Clinical Manager and ensure that the administrative procedures conform to the clinical needs of the organisation and so that necessary information about clinical contact with clients, assessments and allocations is maintained appropriately.
- To be responsible for health and safety in conjunction with the Listening Post Health & Safety Officer.
- To assist in the management of anything relating to building maintenance.
- To be jointly responsible with the CEO and other office staff for the maintenance of systems ensuring client confidentiality.
- To carry out other duties commensurate with the post as required by the Operations Manager, CEO or the Council of Management.

Reception

- In conjunction with the other Administration Officer, to provide a reception service at Gloucester, with flexibility to cover the Stroud or Cheltenham Centres in case of emergency need.
- To ensure that receptionists are kept informed and implement any changes of procedure.

HR support

- To initiate and maintain DBS records
- To support the HR manager with for example, record keeping, reference requests, staff and volunteer training records
- To keep the employee and volunteer database up to date.

Fundraising

- To support the Fundraising Manager with Social Media management

PERSON SPECIFICATION		
Factors	**Essential**	**Desirable**
Qualifications	· Good basic education at least a GCSE (or equivalent) in English and Maths.	· Typing/word processing qualification
Previous Experience	· Administration Background.	· Working in a Charity.
Knowledge/Understanding *(Prior or willing to gain)*	· Good time management. · Well organised.	
Communication Skills *(Oral/Written/IT skills)*	· Good oral and written and IT skills. · Excellent telephone manner.	
Interpersonal Skills *(Interaction)*	· Ability to consult, co-operate and interact well with the CEO and other staff, volunteers, trustees, clients.	
Attitude *(Disposition)*	· Motivated · Enthusiasm for and commitment to Listening Post Aims and Objectives.	
Application *(Initiative/Intelligence/ Approach)*	· Able to work on own initiative. · A team player. · Strong attention to detail.	
Circumstances *(Driving Licence/ Location/Travel)*	· Willing/available to attend some evening meetings and visit other centres.	