

JOB DESCRIPTION

Grief Encounter Southwest CENTRE ADMINISTRATOR

JOB TITLE:	Centre Administrator (Bristol)
SALARY:	£20,000-22,000 (dep on experience) PR
LOCATION/BASE:	Grief Encounter South West (GESW) Centre, Bristol
CONTRACTED HOURS:	2 days per week
RESPONSIBLE TO:	Grief Encounter South West Director
JOB SUMMARY:	To run the Centre and manage the administration

MAIN DUTIES & RESPONSIBILITIES:

- Run the office communications, correspondence, databases and files
- Run the operations of the buildings and garden eg maintenance, heating, lighting, cleaning, repairs, visitors, staff and Health and Safety
- Support the Director, liaise and perform tasks as required
- Liaise with external agencies and professionals around the work
- Foster marketing and fundraising opportunities and support the administration required in other departments.
- Organise events eg client events, fundraising, media interviews, etc.
- Oversee finances and liaise with Grief Encounter finance management
- Oversee and support the Volunteer Co-Ordinator role and expansion
- Work alongside the clinical team in griefwork

COMMUNICATION:

- Ensure transparent, timely and accurate recording of information and reporting to relevant Grief Encounter departments
- Liaise with therapists for paperwork required from them
- Maintain professional standards in external communications

CHARITY DEVELOPMENT:

- Maintain organisational culture, values, reputation and development, with stakeholders, Grief Encounter staff, clients, referrers etc
- Uphold, safeguarding policies and promote the organisation's values and philosophy eg ethics, integrity, corporate and social responsibility and environmentally sound policies and procedures;
- Work towards the expansion of services to meet the needs of clients

OPERATIONAL PLANNING & MANAGEMENT:

- Ensure day-to-day operations of the clinical services of the organisation and GESW Centre are effectively and efficiently coordinated
- Maintain appropriate systems and monitor essential work
- Report on operational issues, opportunities, development plans etc
- Ensure that personnel, service-user and volunteer files are up to date, securely stored, abide with GMDR, and maintain confidentiality
- Ensure compliance with all Grief Encounter Policies and Procedures.
- Ensure compliance with external legislation and regulatory bodies.

CONFIDENTIALITY:

Attention is specifically drawn to the confidentiality aspects of this post. Matters of a confidential nature, relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

REVIEW:

There will be a 3-month probationary period. Adherence to the job description will be reviewed then and annually in consultation with the Clinical Counselling Manager.

PERSON SPECIFICATION

Experience/Qualifications

- Training in Management/Administration
- Training in IT/software systems and record keeping
- Minimum 2 years' experience of working within a similar agency
- Experience around counselling and/or contact with vulnerable clients
- Experience of site management, recognising requirements and managing upkeep
- Experience using online data bases such as SharePoint / Workzone

Abilities

- Technology skills including computers, databases, phone systems etc
- Excellent communication, enthusiasm, interpersonal skills
- Excellent organisational and time management skills
- Ability to work independently, manage varied workload and timescales
- Understanding of working within a growing charity
- Working with evolving plans and change

Respect for equal opportunities is part of the work. The right person will require flexibility to grow with this expanding organisation. They will work with the Director and with the Bristol based staff as part of a supportive team ethos. They will be committed to the organisational values of working towards a place where no young person has to suffer grief alone.