



JOB DESCRIPTION

Job Title:	Office & IT Administrator
Contract:	12 Month Fixed Term
Grade/Salary:	£13,050 actual salary
Hours:	21 Hours Per Week
Location:	Asian Resource Centre of Croydon
Responsible To:	Programme Manager

Introduction

We are seeking to hire a self-motivated and energetic Office & IT Administrator to support our growing team. The ideal candidate will possess a wide range of skills and be interested in playing a key role within the charity, supporting the staff and the organisation's activities.

About ARCC

The Asian Resource Centre of Croydon was established in 1999 with a view of bringing together Asian Communities & Businesses. Our mission is to support, develop and promote voluntary/community activity that enhances the quality of life in Croydon. Our vision is of an inclusive vibrant and sustainable voluntary and community sector that enhances local quality of life.

Our key outcomes are:

- More effective, responsive services for local people
- Empowered and active communities
- Increased social inclusion and community cohesion
- An increase in social capital
- A strengthening of civil society
- Increased health and wellbeing of Asian communities

Job Summary

- To provide professional, efficient and effective administrative support to ARCC, ensuring the smooth running of the charity office and daily business.

- To support the senior management team in diarising, organising meetings and charity governance,
- To support the charity team in the management and administration of its projects/activities and support with IT, HR and marketing functions.
- To help coordinate events, workshops and training in conjunction with the project leads.
- To provide a warm and welcoming environment for out service users and stakeholders

Skills Required

Communication and people skills:

Often being the first point of contact, the Office & IT Administrator will need to possess excellent communication skills. The image of the organisation and its services relies heavily on the ability of the Administrator to communicate effectively and sympathetically with a wide variety of people including staff and supporters.

Time management and organisation skills:

The Administrator will need to possess excellent time management and organisational skills to be able to deal with a multitude of tasks and a range of priorities.

Information Technology skills:

The Administrator will need strong IT skills and be competent in the use of Microsoft Office, Cloud based applications and storage.

Problem solving skills:

The Charity Administrator will need to be practical, proactive, patient and able to use their initiative.

MAIN DUTIES AND RESPONSIBILITIES

Duties and responsibilities to the CEO

- Support the CEO in Update and maintain the CEO's diary, arranging appointments with the CEO as appropriate
- Liaise with the CEO regarding attendance at events and follow up resultant actions.
- Act as the first point of contact handling queries received by email and phone and signposting to relevant parties
- Maintain the shared databases, contact lists and logs
- Maintain Events and activities calendar schedule on the website
- Manage flyer/printing requests

- Support communications and publications including e-bulletins and social media
- Attend regular catch-up meetings with SMT
- Provide reasonable cover for core staff in absence as required
- Liaise with other admin staff, Trustees, consultants and external organisations to arrange meetings, prepare agendas and draft minutes.
- Attend occasional events and exhibitions as required.
- Filter telephone calls before passing them to the necessary person. Take and relay accurate and timely messages and answer questions where possible.
- Maintain a comprehensive paper and electronic filing system.
- Deal with visitors to the organisation in an appropriate and personable manner
- Make any necessary travel arrangements for the charity team
- Undertake word processing, electronic communication, telephone communication, filing, faxing, printing and photocopying work as required by the charity team
- Set up meetings, book meeting rooms and coordinate events accordingly
- Assist with keeping contact databases and records up to date, including forwarding any data protection queries to the relevant team
- Be responsible for the handling and processing of post
- Maintain office supplies and orders liaising with the Finance Manager
- Draft, type and dispatch charity office correspondence as requested
- Attend occasional evening and weekend events, meeting and activities as required
- Formatting organisation policies in line with brand guidelines

General Responsibilities

- To understand, adhere to and actively implement all the policies and procedures of ARCC and its services at all times
- To operate and comply with the provisions of the Data Protection Act and relevant policies during the course of undertaking the role.
- To safeguard children, young people and adults at risk, at all times
- To undertake training as required
- Assist with other work, events and projects as needed
- To undertake additional tasks reasonably requested by the CEO and the charity team.

Key Working Relationships

The post will report to the Programme Manager. Other key working relationships include:

- Chief Executive Office
- Mental Health Project Coordinator
- Finance Manager
- Office Staff
- ARCC Service Users & Members
- ARCC Project Partners
- ARCC Suppliers

If you have any queries or are interested in the above vacancy please email us at recruitment@arccltd.com with your **full CV** along with a **two page (maximum) cover letter** outlining your experience and suitability for the position.

Application Deadline: Sunday 28th May 2023

www.arccltd.com

PERSON SPECIFICATION

Requirements

- Knowledge of Asian or minority Ethnic population group needs
- Be willing to be supported and trained in understanding and communicating the organisation's objectives
- Be able to engage and communicate across different levels including senior officers, community leaders, local organisations, and service users
- Have up to date knowledge of social media and communications tools
- Be a friendly, approachable and willing to learn
- Be able to fit in with the culture of the organisation and its charitable aims

Essential Skills/Knowledge relevant to this role

- Ability to build relationships and work as part of a team
- Facilitation and presentation skills
- Good problem-solving skills
- Good organisational and time-keeping skills
- Some previous experience in an administration, IT and marketing
- Excellent written and verbal communication skills
- Competent in cloud-based filing
- Have a strong and thorough knowledge of researching resources on the internet
- Competent in Microsoft Office Suite (SharePoint, OneDrive, Excel, Word)
- Able to work effectively under pressure and produce quality work with strict deadlines
- Flexible and able to multitask on several different aspects of a project or on multiple projects.

Must haves:

- Consent to DBS check
- Physically able to carry, erect and dismantle a large event equipment, tables, chairs and set up events
- Ability to sometimes work early mornings or in evenings to set up at events

Other information

Equal Opportunities

ARCC is an equal opportunities employer. No job applicant or employee will be discriminated against unlawfully on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference.

Selection for training, development and promotion will be based on an individual's ability to meet the requirements of the job and performance in line with policies and procedures.

Equality and Diversity

The postholder is required to promote equality in service delivery and employment practices. All employees must comply with ARCC's equality and diversity policies, procedures and initiatives.

Health & Safety

The post holder must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these at all times, including ensuring that they act in line with all policies and procedures at all times in order to maintain a safe environment for clients, visitors and colleagues.

Smoking and Health Policy

ARCC endorses the principle that whether people smoke or not is a matter of personal choice but where they smoke is a matter of public concern. The policy on smoking and health protects non-smokers and requires that Croydon's BME Forum premises are smoke-free.

Confidentiality

The confidential nature of the work means that employees working within the function must maintain the strictest security in relation to documentation and ensure that confidentiality is always maintained in accordance with relevant Data Protection and Association legislation.

The nature of this post is one of continual development and the duties and responsibilities outlined above may change from time to time to reflect the changing needs of the company. The post holder will always comply with ARCC's standards.

To undertake any such duties as are commensurate with the nature of the job and grade to contribute to the performance outcomes.

Safeguarding Children, Young People and Vulnerable Adults

ARCC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment. Recruitment checks are undertaken, and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

JOB DESCRIPTION AGREEMENT

The Job Description is not exhaustive and is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted with the post holder. ARCC reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service.

The statements contained in this description, reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods, or otherwise balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Post Holder Name:	
Date:	
Signature:	