

**Administrative Officer Job Description and Person Specification**

Title of Post: Administrative Officer

Responsible to: Senior Management Team

Location: Mind in Haringey, 73c Stapleton Hall Road, London N4 3QF

Grade: £26,000 pro-rata per annum

Full time: 37.5 hours per week

**Purpose of job role**

To help develop, co-ordinate and deliver administrative procedures and systems to support the services and work of Mind in Haringey.

**Specific Duties**

To manage reception and be the first point of contact for visitors and enquiries via email and telephone.

To lead all Central Services administrative functions within the organisation and maintain and improve CRM systems and data recording, recruitment.

To recruit and supervise administrative volunteers.

To co-manage building/office maintenance, security and health & safety procedures within Mind in Haringey’s premises.

To assist with managing petty cash systems, financial procedures and expenditure monitoring, including working towards reducing core costs.

To lead on room hire bookings and occasionally attend bookings outside of office hours

To assist with recruitment, staff absence monitoring and processing DBS checks

To assist in the recording of evaluation and monitoring data and producing reports

To assist with general communications and the organisation of fundraising events, including occasional attendance of events outside of office hours.

**General duties**

Any other tasks as may be reasonably required by your Line Manager.

To act at all times in the best interest of Mind in Haringey and its client base.

To fully understand and comply with Mind in Haringey’s policies and procedures, including Health & Safety, Equal Opportunities, Confidentiality and Protection of Vulnerable Adults policies.

This job description covers the current range of duties and will be reviewed from time to time. It is Mind in Haringey’s aim to reach agreement on changes, but if agreement is not possible, Mind in Haringey reserves the right to change this job description.

**PERSON SPECIFICATION**

**Experience and track record**

Please use the job application form to demonstrate your experience and positive achievement in the following:

**Essential**

* Demonstrable practical administration skills within an office based environment
* Excellent verbal and written communications skills
* Demonstrable IT skills within an office based environment including Excel, Microsoft Outlook, Microsoft Word and PowerPoint, CRM Systems and more
* Excellent organisational skills and the ability to prioritise
* Demonstrable numerical skills
* Ability to maintain excellent relationships with internal staff and external agencies
* Ability to task manage volunteers and/or colleagues
* Ability to work on own initiative
* Ability to work under pressure to conflicting deadlines
* Understanding and commitment to Equal Opportunities.

**Desirable**

* Understanding of mental health issues.
* Experience of event co-ordination