

Job title: Administrator

Location: Carney's Community, 30 Petworth St, Battersea, SW11 4QW. This is an office-based role.

Hours: Monday - Friday, 9-5pm with 30 mins for lunch. This is a full-time post, 37.5 hours a week.

Responsible to: Chief Operating Officer

Salary: £28,000 per year

Contract: This is a permanent contract, with a 3-month probation period.

Role Overview

We are currently seeking an organised and capable Administrator to provide administrative support for the charity. This role will require someone who is well-organised, has good attention to detail and IT skills including excel. You will need good verbal and written communication skills and the ability to calmly deal with challenging individuals. You will need to work with data, spreadsheets and online monitoring systems, be able to multi-task and work well under pressure. In this small charity we expect the post-holder to be able to use their initiative and to work independently without the need for constant oversight. For someone with the right skills and enthusiasm for the role, we'll provide training to support you in your development.

Organisation

Carney's Community's services are targeted at disadvantaged young people aged 11 to 30 who come from deprived backgrounds in Wandsworth, Lambeth and the surrounding areas. Our aim is to reduce offending, re-offending and anti-social behaviour in the area, whilst improving social mobility and community cohesion. We aim to build the self-discipline, self-esteem, confidence and employability of young people to reduce offending and anti-social behaviour and enable disadvantaged young people to reach their full potential. We engage young people in positive and constructive activity (including boxing) whilst providing intensive, long-term and consistent one-to-one mentoring which offers unconditional support with empathy. Overall, we believe that by empowering young people through these activities, focusing on their strengths and learning from each other, they can improve their future opportunities, and the local community.

Our home is Carney's Community Centre, which houses a boxing gym, youth club, music studio, bike workshop, kitchen, and our offices. We run our sessions here, and also support some older participants to organise new activities and businesses of their own.

Duties:

General Admin

- Be responsible for ensuring all contact sheets are collected weekly via line managers.
- Be responsible for collecting and inputting paper and digital registers for all sessions.
- Input all contact sheets, new referrals and registers onto Upshot and other relevant systems in a timely manner.
- Produce reports from Upshot as requested by the CEO and COO, accurately and on time.
- Input sign-in information to a spreadsheet and destroy originals.
- Keep stocks of blank contact sheets, registration forms and timesheets for the staff to use.
- Make suggestions for improvements in work processes to ensure an effective and smooth-running admin function.
- Maintain the printer with paper and ensure the shredder is regularly emptied.
- Set up Teams calls for fortnightly staff meetings, write and distribute the minutes.

Day-to-day support in the Centre

- To be the first point of contact on the phone and at the entrance to the centre, providing a professional and welcoming introduction, getting visitors to sign in & signposting as needed.
- Do a weekly stock check of office and kitchen supplies and be responsible for ordering stationery and office equipment once/ month on behalf of the team.
- Working with the Centre Manager to ensure that groups using the facilities meet the required standards of Health and Safety, Safeguarding and Confidentiality in line with policies and procedures. This may include vulnerable young people and those at risk of offending.
- Provide support to community groups and corporate organisations using the building.
- Work with the Centre Manager to maintain an organised, clean and efficiently run centre for everyone who uses it. Keep the centre clean and tidy, taking rubbish out and sorting equipment as needed.

Payroll

- Be responsible for ensuring all staff timesheets are received on payroll day, on or before the 15th of each month, following up via line managers for any late submissions or queries.
- Check that timesheets match registers and contact sheets, calculate and input hours onto the payroll spreadsheet.

HR administration

- Collate paperwork for new staff and volunteers at appointment and during induction, including DBS checks, references and safeguarding training.
- Upload all files to Airtable for staff and volunteers, following up on any gaps.
- Complete an HR update each week to share information with line managers about missing documents and DBS checks or safeguarding training which are due to be updated.

Fundraising

- Write and send thank you letters to donors and fundraisers, in liaison with the COO.
- Monitor income to fundraising pages on Just Giving.
- Support fundraisers with publicity materials and other tasks to support a successful fundraising event or campaign.
- Support the COO in the process of monitoring, including questionnaires and focus groups.
- Support the COO in tasks as instructed in applications and reports for grant funders.
- Researching fundraising ideas and other fundraising tasks as requested.

General

- In all aspects of this role, close attention must be paid to requirements of GDPR.
- Work within the policies and processes set out by Carney's Community.
- Any other tasks that are requested of you by the Centre Manager, COO or CEO which reasonably fit within your capabilities and broad role description.

Person Specification

Essential

- A-Level or Equivalent
- Experience working in an administrative role or role that included significant administrative tasks
- Excellent administrative skills
- Good working knowledge of IT systems including use of Emails, MS Word & Excel
- Good writing skills
- Experience of working with databases
- Highly organised with ability to juggle a busy and varied workload and prioritise appropriately
- Able to work independently with minimal supervision
- Excellent attention to detail
- Positive attitude, willing to help and flexible to changing requirements
- Willing and able to work as part of a team
- A pro-active approach and high level of initiative to identify problems and suggest solutions
- A confident and assertive personality, able to work with good humour, tact and diplomacy
- Working knowledge of GDPR
- Interest in, patience and empathy for working to support hard-to-reach and disadvantaged young people.
- Commitment to the aims and objectives of Carney's Community

Desirable

- Degree or equivalent
- Previous experience of using the Upshot monitoring system
- Experience of setting up and maintaining computerised and manual administrative systems
- Knowledge of basic website maintenance using WordPress
- Previous knowledge of safeguarding
- Knowledge of First Aid
- Interest in working to support hard to reach and disadvantaged young people
- Interest in physical fitness and sports, in particular boxing