



JOB DESCRIPTION

Nov 2018

Job title:	Administration Assistant	Contract:	12 months fixed term
Division:	Reception		
Reporting to:	Chair of Trustees	Hours:	40 hours per week

Purpose of role

- To manage the day to day running of the admin office – ensuring that customers are greeted appropriately and that queries are answered promptly.
- To provide personal assistance / secretarial support to the Chair of Trustees & Centre Manager
- To support the Chair of Trustees in the administration of governance systems and processes within the AF
- Oversee the effective working of AF reception & coordination of office volunteers/staff
- Provide efficient reception cover & customer support for activities delivered by the AF

Requirements

- 40 hours a week, typically Monday to Friday including flexible weekend working (up to 30%).
- The role will involve working with young people & possibly vulnerable adults, so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required.

Salary

£12,000 to £16,000 per annum, depending on experience

Background

The Abrahamic Foundation (AF) was established in 2009 to serve the diverse needs of the Muslim community. It was founded by a group of scholars, teachers and other professional members of the community. The aim of the organisation is to create a centre that excels in providing high quality services in education, youth work, training, new Muslim provisions, and many other bespoke community services.

We are currently situated on the Smethwick High Street. The AF is an inclusive organisation and endeavours on serving the community regardless of colour, race or ideological orientation. The AF does not subscribe to any political ideology or Schools of thought. The

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Trustees represent different members of the Muslim community from different backgrounds and different races.

Main responsibilities:

Operational

- To provide effective and efficient administrative support to the AF's Chair of trustees, staff, volunteers and trustees.
- To provide a high-quality reception service to customers contacting the AF, either by telephone or face to face.
- Provide reception cover for AF staff, service users and volunteers. This includes formally 'opening' reception if coming on duty at the start of the working day and 'closing' at the end of the working day
- Provide a welcoming and inclusive environment for AF visitors and customers
- To be the initial point of contact for members of the public, explaining services the AF offers
- Manage the day to day running of the reception area
- Answer internal/external calls and route accordingly
- Carry out administrative responsibilities relating to reception including but not exclusively:
 - Data entry
 - Updating staffing and contacts lists
 - Responding to general enquires
 - Updating room bookings
- Display information regarding AF and external services within the Reception area and in the building
- To have the ability to work regular shifts, that will include weekends and public holidays and to be able to commute to and from work during unsociable hours.
- To perform all the reception based and administrative functions necessary to ensure that the requirements of the AF's administration and reception function are met
- To deal with and support the management of complaints and any safeguarding concerns in line with AF policies
- To ensure computer records of all referrals or enquiries to the service are accurately recorded and maintained.
- To adhere to, all AF policies and procedures and to be responsible for ensuring that knowledge is up to date.
- To possess and use the necessary skills to communicate clearly, concisely and effectively by using different methods of communication. e.g. Telephone, Face to Face, electronic mail.
- To have the ability to take the lead and maintain a high level of customer care
- To be able to make decisions, respond to requests and multi-task.
- Comply with the AF's equal opportunities and Health & Safety policies

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General

- To ensure that any general office tasks are completed as required
- To identify any health and safety issues or concerns affecting staff, customers or volunteers and report them to the Chair of trustees
- Actively encourage and support customer involvement within the AF
- Develop and maintain an understanding of AF's work and the needs and circumstances of our customers
- Comply with AF policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act
- Carry out any other duties that may reasonably be required in the light of the main purpose of the job.

Systems and processes

- To develop and implement systems, procedures and guidelines to ensure the smooth day to day running of the organisation
- To identify and manage IT and support requirements – and assist with procurement, set up and management of IT systems

Finance

- To ensure that the following tasks are completed as required:
 - Check and calculate payments due to volunteers and suppliers and prepare details on the weekly payment run
 - Keeping petty cash stocked and reconciled on regular basis
 - Emptying collection boxes monthly and record as required
 - Banking
 - Raising invoices
 - Processing of donations

Data Collection and reporting

- To ensure that customer and service records are maintained to include:
 - Maintenance and updating of customer list, including customer profile information
 - Maintenance of waiting lists
 - Ensuring the KPI data log is kept up to date and information is collated from staff, volunteers and trustees
 - To prepare reports on AF services

Line Management

- To line manage administrative volunteers – including recruitment, induction and day to day supervision and management

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Person Specification

Essential

1. Experience of working within a reception or administration role
2. Experience of providing customer service with a commitment to deliver the highest standard of customer care
3. Excellent interpersonal skills with the ability to work successfully with disadvantaged/or socially excluded groups and individuals
4. Effective communication skills, both written and verbal
5. Willing and able to work collaboratively within a team
6. Good organisational skills with ability to deal effectively with conflicting priorities in a busy environment
7. Experience of collecting data and producing reports
8. Experience of undertaking financial and banking tasks
9. Experience of working with volunteers
10. Able to deal with challenging situations and individuals with a range of needs in a calm and confident manner to reach a positive resolution
11. Empathy and understanding of the issues faced by vulnerable people
12. Good working knowledge of Microsoft Office (Word/Outlook/Excel)
13. Knowledge of and ability to comply with safeguarding procedures
14. Commitment to AF's purpose and values including equality and social inclusion