



TUR Administrator

Job Description

Responsible To:	Operations Director
Responsible For:	Admin Volunteer
Contractual Hours:	25 Hours/Week (9:30am to 3:30pm, Monday to Friday, with 1 hour unpaid lunch break)
Salary Level (Per Annum):	£12,220 - £12,870 per annum
Annual Leave Entitlement:	28 days pro rata (Public Holidays Included)

Main Purpose of the Role

The Upper Room (TUR) works with various disadvantaged groups including homeless people, destitute migrants and ex-offenders, helping them to improve their lives and become productive members of society. The Administrator will provide central administrative, communications and events support to the team, dealing empathically with service-users and communicating professionally with stakeholders.

Key Contacts

Suppliers, partners, members of the public, service users, and other external stakeholders, in order to assist with events and enquiries, seeking information, and responding on behalf of the TUR, placing or chasing orders etc.

Main Duties and Responsibilities

1. To provide a professional first point of contact for telephone, email and face-to face enquiries, answering and filtering calls for the function, and covering reception or providing supervision to Admin volunteers to ensure reception is effectively covered.
2. To carry out routine administrative tasks which may include: maintaining adequate levels of stationery; reprographics; record keeping; distributing post, and handling routine correspondence.
3. To input data into information management systems accurately and to provide and prepare information as and when requested.
4. To carry out routine financial processing to include ordering, invoicing and petty cash, following TUR financial policies and procedures and liaising with the Finance Officer.
5. To carry out the administration of all TUR events and working closely with the Fundraising Officer and TUR's Friends Committee in organising fundraising events.
6. To assist in organising internal & external meetings, preparing agendas, taking minutes, distributing papers and following-up action points. Making room/hall bookings, travel etc.
7. To prepare, format and amend documents (including newsletters), spreadsheets and presentations (May include copy and audio typing).

8. To follow records management procedures, ensuring that sensitive and personal information is kept secure and confidential at all times.
9. To take part in rotated tasks where applicable, playing an active part towards good team working.
10. To participate in cross-functional work as required and support the organisation's objectives as a whole.
11. To take personal responsibility for keeping up to date with and contributing to the development of best practice.
12. Maintaining TUR's social media pages and liaising with all team members to post relevant contents. Also posting contents on the TUR website.
13. To actively participate in regular team meetings, contributing at an appropriate level to discussions and decisions that will be beneficial to TUR's agenda.
14. At all times to carry out the responsibilities of the post in a manner consistent with promoting equalities and diversity, and which demonstrates respect for service users and colleagues.
15. To maintain an awareness of own and others' health and safety, comply with TUR's Health and Safety policy and procedures, and to implement good health and safety practices around the office, arranging compliance visits, regular servicing of equipment's etc.
16. To carry out all other duties reasonably required by the Operations Director in furthering the TUR's objectives.
17. To complete and follow-up applications for DBS checks.
18. Occasional evenings and weekend (events) involved with time off in lieu.



TUR Administrator

Person Specification

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Responsible For: Admin Volunteer

Contractual Hours: 25 Hours/Week

The Person: We require a highly motivated individual with the experience of providing administrative support to a small team with the ability to multitask which that demands. We are looking for someone with deep commitment to supporting work which aims to improve the lives of disadvantaged and socially excluded people.

The following are the qualities we believe to be necessary to do this job. You should clearly show in your application how your skills/experience and potential meet all of them, as the short listing decision will be based on our assessment of you against these criteria:

The final assessment process will also seek to assess these characteristics.

Skills, Experience and Knowledge

1. Minimum 2 years' experience within a relevant role.
2. Organisational and administrative skills: proven ability to provide an effective support service and to file, maintain and retrieve records online or in hard copy.
3. Proven ability to follow procedures and carry out routines tasks to given standards and deadlines.
4. Numerate and accurate, with the ability to record and check financial, statistical and other data.
5. Proven ability to use Microsoft Office applications, intermediate – advanced level, including Word, Excel, PowerPoint, and Outlook. Typing speed of at least 50 wpm.
6. A good understanding of how Facebook, Twitter and LinkedIn work and ability to use them to advance the cause of TUR, and willingness and aptitude to learn new technology applications.
7. Good organisational skills.
8. Proven ability to use business systems, including databases, to record, check and search for information.
9. Written communication skills: ability to draft well-presented correspondence, accurate minutes, training notes and visual aids for presentations, in a clear and concise style.
10. Excellent interpersonal and customer service skills: able to maintain effective working relationships and to communicate well with colleagues and members of the public irrespective of background, with tact and integrity, on the telephone and face-to-face.
11. Team work: Flexible, co-operative, supportive, able to share work and contribute to the team's goals.
12. Ability to manage own workload according to given priorities whilst working flexibly.
13. Ability to maintain the security and confidentiality of sensitive material.
14. Ability to work with a range of individuals and organisations

Personal Characteristics

1. Assertive, confident, self-motivated and approachable.
2. Positive attitude to equality and diversity.
3. Commitment to the TUR's vision, values and purpose and respectful of TUR's Christian ethos
4. Commitment to promoting equalities and diversity and respect for all.
5. Willingness to work flexibly including on some evenings.
6. Empathy with the difficulties that socially disadvantaged people face.