



CENTRAL SERVICE DEPARTMENT

JOB TITLE	Administration Assistant
SALARY	£20,000 – £21,500 per annum pro rata
REPORTING TO	Administration Coordinator
RESPONSIBLE FOR	N/A
DURATION	One year, subject to funding
HOURS	28 – 35 hours per week
LOCATION	The post holder will work at the Hibiscus offices. There is a requirement to travel across London as/if required.

JOB SUMMARY

- Work closely with the Administration Coordinator to ensure the day to day running of the offices are effective and efficient
- Provide administrative support to Administration Coordinator and to senior staff.
- Assisting with recording of financial information including expenses and preparing invoices for payment

RESPONSIBILITIES

- Answer and direct phone calls taking messages when necessary
- Meet and greet visitors to the office providing general support to them when needed
- Organise and schedule appointments
- Plan meetings and take accurate minutes
- Write and distribute emails, letters, faxes and forms
- Assist in the preparation of regularly scheduled reports
- Update and maintain electronic and paper based filing systems
- Ensure office supplies are stocked and ordered in good time ensuring good value for money
- Update and maintain contact lists
- Book travel arrangements
- Reconcile expense claims for staff
- Reconcile expense claims for clients using the women's centre
- Maintain an archive system
- Maintain a diary of reporting deadlines and ensure relevant staff are aware of same
- Ensure training records for staff are accurate and up to date
- Work closely with the central services staff to improve systems and monitor timesheets and annual leave on organisational database systems

FURTHER INFORMATION

- The post holder must at all times carry out duties and responsibilities with due regard to Hibiscus equal opportunities policies and procedures.
 - The post holder must ensure that personal information for clients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 1998 and confidentiality.
 - The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
 - The post holder is required to fully familiarise herself with and comply with Hibiscus policies and procedures.
 - The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report as necessary any untoward accident, incident potentially hazardous environment.
- The post holder will be subject to checks by the Disclosure and Barring Service.
 - * This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to her grade, that are not listed above, at the direction of her Coordinator.

PERSON SPECIFICATION

Essential = E Desirable= D

		E or D	Application	Interview
EDUCATION/ QUALIFICATIONS	GCSE's Inc. Maths and English.	E	X	
	Additional qualifications in administration will be a plus	D	X	
SKILLS/ ABILITIES	Excellent verbal and written communication skills.	E	X	X
	Ability to take accurate messages, and follow up where necessary.	E	X	
	Proficiency in MS Office (MS Word, MS Excel and MS PowerPoint, in particular) and ability to accurately input information on a database	E	X	X
	Excellent administration skills including typing, data entry, editing, writing reports, emailing, minute taking and filing.	E	X	X
	Ability to maintain filing systems and administrative records- paper and computerised.	E	X	
	Ability to communicate effectively with the public, service users, agencies, statutory bodies, etc. and maintain good working relationships with a range of agencies.	E	X	X
	Excellent time management skills and the ability to prioritize work	E	X	X
	Attention to detail and problem-solving skills	E	X	X
	Strong organizational skills with the ability to multi-task	E	X	X
Professional and friendly demeanour	E		X	
KNOWLEDGE	Proven experience as an administrative assistant, virtual assistant or office admin. assistant	E	X	
	Knowledge of the client groups Hibiscus works with i.e. foreign national women in prisons and detention.	D	X	
	Knowledge of office management systems and procedures	E	X	X
	Working knowledge of office equipment e.g. printers and photocopiers	E	X	
VALUES	Understanding of and commitment to Hibiscus' mission and values.	E		X
	An understanding of equality and diversity.	E		X
	Flexible and willing to contribute to the success of the team	E		X