

THE MARKFIELD PROJECT
Administrative and Facilities Officer
Job Description

Job Title:	Administrative and Facilities Officer
Responsible to:	Operations Manager
Responsible for:	Building maintenance and admin and volunteers as required
Hours:	30 hours per week (Monday to Friday 9.30am to 4pm)
Holidays:	25 days per year
Salary Grade:	£20,193 per year pro rata for a 30-hour week
Pension:	5% contributory pension scheme

Purpose of the Job

The Administrative and Facilities Officer is a key member of Markfield's Support Team. You will work closely with the Operations Manager and the Family Support Manager to ensure Markfield is dynamic and responsive in delivery of services and support to families. The Administrator is responsible for assisting with the smooth running of the financial, premises, personnel organization, office and communication systems at Markfield, under the direction of the Operations Manager.

1. Premises and Resources Maintenance

- To open up and lock up the centre
- Liaising with contractors carrying out work/services relating to the premises
- To run the administrative systems relating to the hire of the premises and running of services, including dealing with enquiries, taking bookings, arranging staffing
- To organise and direct the work of admin and building maintenance volunteers as required by the Operations Manager and under their direction.

2. Financial Procedures

- To administer financial systems, including invoicing, payments, cashing up and banking, under the direction of the Operations Manager
- Inputting information relating to financial transactions onto the Sage accounts system.

3. Reception, Enquiries, and Information, and administration services

- To answer email and telephone enquiries and welcome visitors to the centre
- To run the office systems under the direction of the Operations Manager
- Manage the booking systems for advice surgeries and training courses and visits from external professionals, including setting and managing calendars.
- Send out publicity about services as required
- Check and input information on the service user database
- To provide administration for personnel and recruitment processes.

5. Communications

- To maintain systems which support good communication with staff and service users
- Provide support about phone & IT system for the rest of the team
- To liaise with professionals over the phone and provide information about our services to a wide range of people.

6. General

- To contribute to the safe running of Markfield by administering systems within Markfield guidelines and policies procedures in all aspects of the work
- To participate in team meetings, planning days and other organisational events
- To plan for and participate in regular supervision to review your work, development and training needs.
- To attend training as required
- To complete delegated tasks in the absence of the Operations Manager
- Any other duties that may be reasonably determined by the Senior Management Team.
- To maintain open and timely communication between Operations and Family team managers.

Administrative and Facilities Officer

Person Specification

You must demonstrate that you meet the criteria in the following areas:

Experience:

- 1 year's experience of undertaking a range of administrative functions and maintaining office systems e.g. filing, communication systems
- Experience of using information technology and software including Microsoft Office

Knowledge and Understanding

- A general understanding of the law relating to health and safety, and the implications for your work
- an understanding of and commitment to equality and diversity
- an understanding of the importance of data confidentiality.

Skills and abilities

- an ability to communicate effectively verbally and in writing with a wide range of people (e.g. professionals, service users, the general public)
- ability to understand the needs of and communicate sensitively with families who are under extreme stress
- an ability to answer phone enquiries in an efficient, friendly and helpful manner
- an ability to maintain office systems both manual and computer
- an ability to work on your own initiative and organise and co-ordinate your work to meet agreed deadlines
- good organisational skills and an ability to keep accurate records
- an ability to present information clearly and professionally e.g. minutes, reports (written and verbal)
- demonstrated skills in inputting data into computerised and manual systems, accurately, efficiently and according to agreed timeframes and procedures, or the ability to learn these skills quickly.
- demonstrated skills in using word processing packages and spreadsheets
- an ability to understand and work within organisational policies and procedures in your work
- Ability to work co-operatively as part of a busy team providing a wide range of different services
- enthusiasm and willingness to learn new skills
- Ability to prioritize and be flexible around unexpected demands on workload.
- Ability to liaise effectively with outside maintenance contractors and ability to undertake small maintenance tasks.

It would be desirable if you have the following experience/skills:

- Experience of supervising volunteers or staff
- Experience of working with disabled people
- Ability to use a community language relevant to Haringey's population and Markfield users eg. Turkish; Somali; Bengali; BSL
- Experience of using Sage Line 50 accounting package.
- Driving licence