

**CREST Waltham Forest** is a local voluntary organisation that currently works within the fields of adult mental health and well-being, older adults with dementia, is the Locally Trusted Organisation for 5 Big Locals and provides the management of a thriving community centre. The Senior Administrator will support the Operations Director but also work closely with all team leaders and managers within the organisation and be accountable to the members of the Trustees Management Committee.

The Senior Administrator will lead on all administration processes including IT provision and the development for the effective delivery across all CREST WF’s services and projects to its respective clients.

The ability to work using their own initiative is essential as well as be confident to liaise and be part of the different teams/services that make up CREST WF. The role is critical to ensuring all the administrative functions run smoothly and efficiently; they will be responsible for co-ordinating and executing a variety of tasks that support daily operations across the organisation and contribute to the overall success of the organisation.

**JOB DESCRIPTION**

Job Title: Senior Administrator

Responsible to: Operations Director and Chair of the Trustees

Accountable to: Board of Trustees

Location: Harmony Hall 10 Truro Road Walthamstow E17 7BY

(On-site Only) – this can include other venues

Hours: 37.5 hours a week

Salary: £28,000 per annum plus 26 days holiday plus bank holidays

Contract: Permanent

**JOB SUMMARY**

The post holder supports the Operations Director in the daily management of the charity; the smooth operation of activities and the future development of the charity, to ensure its continued success. The post holder will also work in close partnership will all team leaders/managers to ensure the best use of the charity’s resources.

**PRINCIPLE TASKS and RESPONSIBILITIES**

1. **Administration**
2. Manage and develop administration systems to ensure the smooth running of the organisation as a whole
3. Ensure that all staff are familiar with CREST WF’s policies and procedures and attend any relevant training in accordance with specific policies – eg safeguarding; health and safety; first aid awareness
4. Design and produce an Office Manual for each project/service
5. Design and produce an Induction Pack for new staff
6. Work with colleagues to make improvements to administrative systems, and take the lead on implementing changes where necessary
7. Collate data across all individual projects/services to be used in any Impact Reports the Operations Director provides to stakeholders, commissioners and funding organisations
8. Ensure all projects have the necessary materials, office supplies and resources to deliver their service
9. **Governance**
10. Ensure the Board of Trustees and any Sub-Committees and the AGM are fully serviced including preparation of agendas, circulation of papers and preparation of minutes
11. Work with the Operations Director on recruitment, induction, ongoing training and appraisals
12. On behalf of the Company Secretary, file relevant documentation at Companies House and the Charity Commission
13. **Staff and Volunteer Management**
14. Assist the Operations Director and other members of the Management Committee in the recruitment of paid staff and volunteers including the placing of job advertisements, liaising with applicants as appropriate, and helping at interviews when required
15. Assist the Operations Director to maintain up-to-date staff and volunteer HR records, including annual leave, sickness, performance management and other records, and to process staff and volunteer expenses
16. Have responsibility for the supervision of any volunteer and/or IT administrators, ensuring regular one-to-one support and supervision and appraisal is provided
17. **Marketing and Communications**
18. Ensure the organisations publicity, website and digital content is proactively updated, reviewed and refreshed
19. Lead on the development and publication of regular newsletters and ebulletins to external stakeholders, and the Annual Impact Document, as directed by the Operations Director
20. Oversee the organisation of public events (such as the AGM)
21. Work closely with team leaders/managers when they organise public events
22. Work with the Operations Director and the Social Media individual to develop a social media presence for CREST WF
23. **Compliance**
24. Lead on compliance administration for the Organisation including, for example

* Equality and Diversity annual monitoring across all projects
* Information assurance staff training tracking
* DBS and similar safeguarding records
* Health and Safety, ensuring each team leader/manager is undertaking regular checks such as alarms, fire extinguishers, PAT testing
* Induction records

1. **Information, Communication and Technology**
2. Have a broad understanding of CREST WF’s IT requirements across all services/projects and provide solutions where possible
3. Be familiar with a range of software packages including Microsoft, Excel, Powerpoint, and others where appropriate
4. Have responsibility for managing the contracts with IT and telephone providers, including external IT support, and be their main point of contact and manage the telephony infrastructure
5. Respond to requests from staff regarding hardware, software or network connection problems or questions, and arrange ICT support and advice to staff and volunteers from the external ICT support provider
6. Liaise with the ICT support provider to ensure the organisation is aware of the most appropriate and cost-effective equipment and software
7. Assist in developing the ICT infrastructure to extend its capabilities and resilience
8. **Professional Development**
9. Attend regular support and supervision and appraisal meetings with the Operations Director
10. Keep up-to-date and to meet identified learning and development needs as appropriate to the role
11. **Other**
12. Uphold and promote the Aims and Principles of CREST Waltham Forest
13. Uphold and promote the Equality and Diversity policies of CREST WF
14. Work at the organisations office
15. In addition to the tasks and duties outlined in this Job Description, to undertake such duties which are generally compatible with the functions of the post