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| Job Title: | Southampton Mencap Senior Administrator/Office Manager |
| Salary: | c. £26,000 per annum |
| Contract | Permanent full time (37.5 hours) per week with some negotiation possible for the right candidate. |
| Location: | Mencap Centre, 187a Portswood Road, Southampton, SO17 2NF (lane opposite Victory Church running between Post Office and October Books) Car parking available. This post is office based with some flexibility required around working hours and occasional working from home. |
| Expenses: | Travel expenses for work business paid @ 50p per mile. This excludes travel to and from work location. |
| Annual Leave: | Annual leave starts at 24 days per annum [exclusive of bank holidays]. Entitlement rises by an additional day after 2 years and 5 years of completed continuous service. |
| Accountable to: | Southampton Mencap CEO. |
| Key Aims of Post | To manage the day to day administrative and financial processes which enable the organisation to be effective and efficient and to ensure that the Mencap Centre is a safe and compliant environment for its various activities. To work within the organisation's policies and procedures at all times to ensure all systems are processed in an accurate and timely manner. |
| Background to Southampton Mencap | Southampton Mencap is a registered charity, working with, and for, people with a learning disability and their families. The charity is based in Portswood in Southampton and primarily provides services for people living in the City and its wider Hampshire boundaries. Services include; <ul style="list-style-type: none"> • High quality, flexible support services which support people of all ages with a learning disability and their family carers. • A day service programme for people with learning |

187a Portswood Road, SO17 2NF – Tel: 023 8058 4088

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| | <p>disabilities to equip them with life skills and increase their independence.</p> <ul style="list-style-type: none"> • A range of evening and weekend social opportunities. • School holiday playscheme activities • Advice and information on learning disability matters. • Developing good working relationships with others wherever possible to share resources, agree standard practices and avoid duplication • Monitoring and reviewing demand to inform the development of services which meet the needs of our client group. • Campaigning and advocating on behalf of our client group. |
| Essential Requirement: | <p>Duties and responsibilities may vary from time to time without changing the general character of the duties and level of responsibilities entailed.</p> <p>In addition it is a requirement that all employees accept elements of flexibility in duties and responsibilities and when necessary interchange within the organisation in order to meet changing needs and demands.</p> |
| Conditions of Employment: | <p>Southampton Mencap is an equal opportunities employer working within its equality and diversity policy. Regular support is available to staff through one to one sessions, on the job training and performance reviews. Conditions of service are detailed in the employment contract and Employee Handbook.</p> |
| References and DBS check: | <p>Position will be subject to two satisfactory references and an enhanced DBS [Disclosure and Barring Service] check.</p> |

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DESCRIPTION OF DUTIES

The following is a description of the main duties and responsibilities of the post and as such is not intended to be exhaustive. The role will work closely with the Senior Management team.

Key Administrative tasks

- Act as the first point of contact to callers and visitors.
- Take responsibility for the Mencap Centre and premises ensuring compliance with Health & Safety policy and legislation.
- Ensure external enquiries, general correspondence/communications and any other matters central to the organisation's activities are well managed.
- Maintain effective filing and data management systems.
- Administer all personnel procedures relating to staff and volunteers and that new and existing staff details are up to date and shared with the Financial Controller.
- Review and maintain supplier records, (including subscriptions, memberships, insurance etc.)
- Operate at all times within GDPR policies and procedures.
- Manage and administer any service contracts relating to office equipment, cleaning services etc.
- Attend and take minutes of team meetings as requested.

Key Financial tasks

- Communicate closely with the Financial Controller to provide accurate information
- Maintain accurate records, including the issuing invoices and monitoring payments received, overseeing petty cash accounts and liaising with a wide range of individuals and organisations about financial matters.
- Receive, check and ensure monthly pay/expenses claims are authorised before forwarding to Financial Controller

Key Governance support

- Service quarterly Board of Trustee meetings as requested.
- Maintain accurate Trustee records,
- Manage information relating to the Charity, including legal documentation required by external bodies
- Comply with the organisation's policies and procedures and assist with reviewing these
- Other additional tasks relating to the smooth running of the organisation.

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PERSON SPECIFICATION

QUALIFICATIONS

| | ESSENTIAL | DESIRABLE |
|--|-----------|-----------|
| Good standard of education with excellent numeracy, literacy and IT skills | ✓ | |
| Bookkeeping or Finance | | ✓ |

SKILLS AND EXPERIENCE

| | ESSENTIAL | DESIRABLE |
|---|-----------|-----------|
| Demonstrable experience of | | |
| - Financial acumen and able to produce financial, statistical and reports | ✓ | |
| - Using Microsoft Excel and all its functions | ✓ | |
| - Using Microsoft Office and CRM database systems | ✓ | |
| - Office Administration | ✓ | |
| - HR administration processes, including record keeping and data management | ✓ | |
| - Charity finance and regulation | | ✓ |
| - Employment legislation | | ✓ |
| - Charity governance | | ✓ |
| - Customer service | | ✓ |
| - Health and Safety | | ✓ |

PERSONAL ATTRIBUTES

| | ESSENTIAL | DESIRABLE |
|---|-----------|-----------|
| - Friendly and welcoming with good people skills | ✓ | |
| - Excellent organisational skills including attention to detail | ✓ | |
| - Highly organised with the ability to prioritise a heavy workload and multi-task to meet deadlines | ✓ | |
| - Ability to communicate with confidence, tact and clarity with a range of individuals and groups in a variety of settings. | ✓ | |
| - Understanding of confidentiality and data protection | ✓ | |
| - A commitment to equality, diversity and Southampton Mencap values | ✓ | |
| - Willingness to 'muck in' when necessary! | ✓ | |

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