

# Job Description - Administrator

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<b>Hours:</b>	<b>30 hours per week</b>
<b>Pay:</b>	<b>£18,622.50 pro rata (£14,898 per annum)</b>
<b>Reports to:</b>	<b>Chief Executive</b>
<b>Work base:</b>	<b>Wirral Mencap 42-44 Market Street Birkenhead Wirral CH415BT</b>

Wirral Mencap is a small local charity that promotes equality for people with a learning disability - helping them to discover new opportunities, make new friends and feel valued and safe in their community. We deliver a range of projects and services that improve health and wellbeing, reduce isolation, support skills development and help families avoid crises.

We are looking for a highly skilled and personable Administrator to work 'front of house' with our clients, volunteers and visitors, and to provide administrative support to the rest of the staff team.

## Key responsibilities

- Managing the Wirral Mencap reception area including; greeting and signing-in visitors, notifying relevant staff of arrivals, dealing with basic enquiries
- Taking and fielding calls including triaging referrals
- Facilities management including; scheduling cyclical maintenance and liaising with service providers
- Supporting colleagues with admin (project and fundraising)
- Stock-taking and purchasing (stationary and other consumables)
- Minute taking
- Financial admin including; making and taking payments, invoicing, updating management accounts, maintaining petty cash records
- Managing minibus bookings (for Wirral Mencap's Community Transport Scheme)
- Volunteer and member liaison i.e. answering queries/ overseeing office volunteers
- Managing office resources effectively
- Providing information to managers as requested for monitoring and evaluation purposes to meet the needs of funders and/or the trustees
- Adapting work practices to meet new and emerging needs
- Promoting Wirral Mencap to individuals and external agencies
- Abiding by Wirral Mencap's policies and procedures at all times.

# Person Specification - Administrator

## Essential Requirements

<b>Skills/abilities</b>	Excellent customer service skills and telephone manner
	Ability to build rapport with people from diverse backgrounds
	Excellent IT skills - proficient in the use of Microsoft Office applications (Word, Excel, Outlook, Power Point, Access) and an ability to use new or unfamiliar software
	Excellent verbal and written communication skills
	Ability to prioritise own work-load and use initiative
	Ability to work well under pressure and meet deadlines
	Thoroughness and attention-to-detail
<b>Knowledge</b>	Good knowledge and understanding of data protection principles
<b>Experience</b>	At least 2 years prior experience in an Administrative role
	Experience of undertaking financial admin
	Experience of setting up/ maintaining office systems
	Experience of working with the general public
<b>Values and personal attributes</b>	Non -judgmental
	Empathetic and sensitive to individual needs and preferences
	Commitment to Equality and Diversity
	Flexible in approach
	Resourceful
	Patient

## Desirable Requirements

<b>Knowledge</b>	An understanding of the common inequalities and challenges experienced by people with a learning disability and their family carers
	Awareness of safeguarding principles and reporting procedures
<b>Experience</b>	Prior experience of working with people with a learning disability and/ or their carers
	Prior experience of supervising/ working with volunteers
<b>Qualifications</b>	Relevant qualification in Business Administration

**This post is subject to an enhanced criminal records check.**

**For further information please contact Chloe Harvey on 0151 666 1829 or [info@mencapwirral.org.uk](mailto:info@mencapwirral.org.uk).**