**Job Title:** Admin Worker

**Salary:** £19,500

**Hours:** 10 hours per week

(funded till March 2019)

**Employed by:** Roshni Ghar

**Responsible to:** Service Manager

**Location:** Roshni Ghar

**Disclosure:** The successful applicant will be required to have an enhanced Disclosure and Barring Service check (Working with Vulnerable Adults and children)

**Exemption:** We are claiming an exemption in accordance with Schedule 9 of the Equality Act 2010.

**Background info:**

**Introduction to Roshni Ghar**

Roshni Ghar provides a culturally appropriate service to support the mental health needs of ethnic minority women in the Airedale area of Bradford Metropolitan District.

We utilise a service user informed approach that promotes recovery, well-being and recovery through participation, inclusion and choice.

We help to tackle inequalities and promote equality and diversity in partner organisations.

We strive to continuously adapt and improve services to ensure they continue to meet the needs of the community served.

**Our core services include:**

We provide culturally and spiritually sensitive support for ethnic minority women experiencing mental and emotional distress, empowering them to engage more responsively with mainstream and other relevant services where they may experience barriers.

We do this through 1 to 1 key working, group work, including peer group support, promoting a better understanding of mental distress and mental health promotion and illness prevention, signposting and working with other services to promote the equality and diversity agenda.

We support and enable an active service user voice not only in developing our own services, but also in-service development for other health and social care organisations.

We encourage social inclusion and promote access to educational and vocational opportunities

We also provide a safe space for women to explore issues relevant to their mental health and well-being.

**Key Tasks & Responsibilities:**

The main duties of the role are to help develop Administrative systems at Roshni Ghar and carry out admin related tasks.

You will also encourage BME young and adult south Asian women to access help and support in a timely manner, in relation to their mental, physical, psychological and social health and wellbeing.

**Admin Worker: Personnel Specification**

* Set up and maintain computerised and manual office systems and produce reports as required.
* Process incoming referrals, close client files as required and upload data onto the database.
* Input referral data into the monitoring/information management systems of the service to produce figures and charts on the computerised data base for the monthly, quarterly and annual returns / reports for funders.
* Receive and send correspondence and e-mail communications, monitor stationary requirements and order as required.
* Receive and process incoming and outgoing mail.
* Word process reports, correspondence and other information and carry out photocopying and filing as required. Record and write up minutes of meetings as required.
* Support staff with the recruitment and training of volunteers
* Support staff in planning all group work and engagement activity
* Lead the service around health and safety and coordinate and facilitate health and safety risk assessments on/off site working, ensuring Health and Safety standards are maintained in accordance with the standards.
* Provide an efficient and welcoming reception service within the office for all visitors and telephone callers.
* Promote a positive image of Roshni Ghar assisting the team in developing promotional materials and supporting awareness of the organisation and its services through publicity events as required.
* Process invoices, oversee petty cash and submit returns in accordance.
* Provide administrative support to colleagues where possible.
* Adhere to Roshni Ghar confidentiality policy and ensure that confidentiality is maintained at all times.
* Ensure you have an understanding (appropriate to your role), and comply with, Roshni Ghar’s procedures for promoting and safeguarding the welfare of young and adult women
* Participate in supervision arrangements and team meetings as negotiated and agreed with the project manager.
* Implement the principles of Roshni Ghar’s equal opportunities and diversity policy in every aspect of the work and to promote positively the principles of the policy amongst colleagues, service users and other members of the community.
* Comply with Roshni Ghar’s health and safety policy and data protection policy and to protect the health, safety and welfare of self and others.
* Work flexibly as may be required by the needs of the service and to undertake any other reasonable duties as required
* Have an understanding of Mental health and wellbeing
* Have excellent oral and written communication skills and be able to organize their work using tools, like MS Excel and office equipment.
* Have previous experience of office work, such as Answer phone calls, taking messages.
* Write and distribute email, correspondence memos, letters, faxes and forms
* Assist in the preparation of regularly scheduled reports
* Gather data for monitoring and evaluation purposes
* Keep accurate records of Referrals
* Create and update Activity Timetable
* Develop and maintain a filing system
* Update and maintain office policies and procedures
* Create, maintain and update contact lists and directories
* Book travel arrangements for service users and trips/outings
* Provide general support to visitors and service users and act as a point of contact for service users and visitors
* Handle requests and queries from staff, volunteers and service users.
* Assist in the general day to day running of Roshni Ghar.
* Proven experience as an administrative/office admin assistant
* Working knowledge of office management systems and procedures, including office equipment
* Proficiency in MS Office (MS Excel and MS PowerPoint, in particular)
* Attention to detail and problem-solving skills
* Excellent written and verbal communication and presentation skills
* Strong organizational skills with the ability to multi-task
* Promote interagency working, liaising between service users, Roshni Ghar and key partner organisations.
* Plan, organise and co-ordinate your own time and workload.
* Adhere to Roshni Ghar policies, procedure and protocols.
* Promote good working practice.
* To work in a non-discriminatory, actively promoting anti discriminatory practices in relation to clients and colleagues in all aspects of your work.
* Report any safeguarding issues to the Manager.
* Fluent in English, but also be able to communicate in either Urdu/Punjabi and/or Bangla.
* Proven experience of using word for windows, excel and databases, internet, powerpoint, publisher, photo shop and email.
* Good command of English grammar and spelling and the ability to take and write up minutes of meetings
* Experience of setting up and running administrative systems
* Ability to maintain records and collate statistical information
* Ability to produce and update promotional materials using publisher
* Ability to work independently, using own initiatives and as part of a team
* Evidence of organisational and time management skills and the ability to prioritise tasks appropriately
* Experience of maintaining financial systems including the ability to administer petty cash and process invoices
* Experience of interpreting and inputting data on excel spread sheets, including budgetary information
* Experience of managing health and safety systems within systems within a busy office environment and data for activities such as group work that are delivered off site; ensuring that policies and procedures are adhered to.
* Ability to work with service users, volunteers and referrers with appropriate courtesy while maintaining confidentiality
* Commitment to Roshni Ghar’s equal opportunities policy and an ability to reflect upon equality and diversity issues take appropriate action
* Work in a flexible way to meet the needs of the service

**Other duties:**

* To carry out such duties, as may be assigned by the Manager

The post holder will be required to be flexible and due to the nature of the post, evening/weekend may be required depending on the demand for work.

**Roshni Ghar Admin Worker**

**Personnel Specification**

Roshni Ghar reserves the right to only short-list those applicants who can clearly demonstrate by providing personal and specific examples of the following criteria:

|  |  |  |
| --- | --- | --- |
| **Knowledge and Experience** | **Essential** | **Desirable** |
| Relevant professional qualification. |  | X |
| Evidence of a minimum of 2 year’s paid/unpaid experience in:  Administrative processes and procedures | X |  |
| An understanding of the needs of BME (South Asian) women affected by mental illness. |  | X |
| **Good Communication skills**:   * written and spoken English. * good listening skills. * proficient in ICT | X |  |
| Be fluent in Urdu/Punjabi and/or Bangla language. | X |  |
| **Familiar with policies and procedures:**   * confidentiality * safeguarding * health & safety * equality and diversity * mental health act * data protection | X |  |
| **Good working knowledge of general office duties**   * Proficient knowledge of IT, including MS Word, Excel, PowerPoint and Outlook Knowledge of a variety of software packages * Working knowledge of diary management * Word processing skills * Excellent planning and organizational skills * The ability to work under pressure, sometimes alone, with the ability to manage own workload within specific timing deadlines * Ability to make informed decisions, which in some instances might be in respect of non- routine matters * Ability to cope with changing demands and priorities * Excellent communication skills both verbal and written * Excellent literacy and grammar skills * Basic report writing and research skills | X |  |
| Good time management. | X |  |
| Teamwork ethic | X |  |
| Have an understanding of Mental Health & Wellbeing and associated factors. | X |  |
| An understanding of mental health & wellbeing | X |  |
| Experience of Evaluating and Monitoring | X |  |
| Experience of writing reports | X |  |

**Note to Applicant:**

completing your application form you should demonstrate/evidence the extent to which you have the necessary education, skills, knowledge and experience as required by the application criteria for this post**.**

**Important**

**Please read the questions carefully and provide full and clear detailed answers to each of the questions**

**Vetting**

Appointment to this post is subject to a successful DBS check, applicant declaring all pending prosecutions, convictions, cautions and bind-over orders and their name will be submitted for a DBS check to be carried out.

**References**

Appointment is also subject to the return of Complete and satisfied references obtained from previous, or present employers.