



# Administrator

## First Base Day Centre

### Job Description

Ref: 21

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#### Job Summary

The post-holder will provide a comprehensive administrative and secretarial service to the project.

#### Responsible To:

- Operational Manager and Deputy Manager of First Base, and through line management of BHT Sussex's Board of Management

#### Significant Working Relationships:

- First Base staff
- Finance and HR Departments
- Other agencies concerned with the interest of the Project's clients and business

#### Duties / Responsibilities:

##### Secretarial

1. To provide administrative and secretarial service to First Base.
2. To prepare reports as necessary.
3. To minute meetings as necessary.

##### Administrative

4. To liaise, as appropriate, with other statutory and independent agencies to arrange appointments, etc.
5. To carry out general administrative tasks, e.g. booking rooms for meetings, etc.
6. To maintain an adequate stock of office stationery and cleaning materials.
7. To carry out word processing and spreadsheet work and to set up, maintain and keep updated such computer databases as required to carry out the First Base's work, using mainly Microsoft Office packages.
8. Compiling data and producing reports, using the client database system Bthink.
9. To arrange and attend meetings, take minutes and prepare agendas, as required.
10. To maintain petty cash, including calculating and returning to Head Office bi-weekly as well as complete monthly credit card returns.
11. To maintain invoicing systems used for First Base operations.

12. In conjunction with the Operational Manager to report, co-ordinate and record maintenance and repair work and manage the telephone system.
13. To maintain stocks of paperwork regularly used by the First Base team, including assessment and referral forms.
14. To produce printed information and resources for clients, making sure this is displayed neatly and is accessible to clients.

### **Clerical**

15. To answer incoming telephone calls as required and take appropriate action.
16. Monitor the First Base email address, responding to emails or forwarding to management and Case Workers as appropriate.
17. Dating, sorting, recording and returning post.
18. Banking – cashing petty cash cheques and paying in income from other sources.
19. Maintaining electronic mailing lists.
20. Maintaining up to date service information for distribution to clients and agencies.

### **General**

21. To give general support to the First Base workers.
22. To act as first point of contact for enquiries from members of the public.
23. To provide cover for the reception desk, dealing with enquiries from clients and others who come to the door.
24. To undertake such other duties appropriate to the grade and character of the post as may reasonably be required.
25. To have the necessary resilience for a demanding and challenging role.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

It is your duty and responsibility to familiarise yourself and comply with BHT Sussex health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to cooperate with BHT Sussex and others in meeting statutory requirements.

You will be responsible for confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT Sussex policies and procedures, including the IT Security Policy and Computer

Use Policy.

You must adhere to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

You should actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

BHT Sussex is an equal opportunities employer using a fair and open recruitment process that fully complies with the requirements of the Equality Act 2010. We are committed to encouraging equality, equity, inclusion and diversity in the workplace. As an employer we are committed to promoting and supporting our people's social, physical and psychological health at work. Please let us know if you require any special arrangements or reasonable adjustments if called for interview.