

**BIRMINGHAM & SOLIHULL WOMEN'S AID
JOB DESCRIPTION**



POST: Business Administrator

HOURS OF WORK: 37 hours per week (some out of hours working may be required)

SALARY: £25,979

JOB PURPOSE:

- To staff the Head Office, ensuring the reception area is staffed and welcoming during office hours.
- To maintain efficient office systems, administration, finance systems and buildings maintenance as required.
- To provide effective administrative support to all BSWA services in relation to service users, centrally and in refuges and other service locations as required.
- To provide support to the Office Manager and to the Management Team

RESPONSIBLE TO: Office Manager

DUTIES AND RESPONSIBILITIES:

ADMINISTRATION:

- Provide effective administrative support to the organisation.
- Assist Office Manager with Health and Safety requirements of the building.
- Assist with management of events, including planning and administration.
- Making appointments and room/venue bookings as and when required.
- Providing administrative services such as photocopying, filing, letter writing, typing reports etc.
- Assisting with work relating to the production of statistics and reports.
- Organising building repairs and maintenance as required for all BSWA locations.
- Ensuring donations and deliveries are moved promptly and taking responsibility for building tidiness
- Ensure adequate records are kept of all services users as required.
- Scanning and archiving of organisational paperwork and records in line with data protection requirements.
- Ensure that all information received is treated in the strictest confidence and that all such information is regulated and controlled in a similar manner.
- Providing support to the finance department as required.
- Provide support to volunteers as required
- Contributing to the recruitment process for the organisation

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OFFICE SYSTEMS:

- Ensuring office cover is maintained at all times and to assist with running the head office administration office
- Serve as the first point of contact for all incoming phone calls to the head office, ensuring calls are answered promptly and professionally and provide information to service users and professionals, ensuring queries are handled effectively or escalated as needed.
- Ensure service users and visitors are attended to and directed to the appropriate service
- Organising and maintaining electronic filing systems and archiving on a regular basis and any other systems as required.
- Assist with the petty cash system and ensure accuracy at all times.
- Undertake ordering and purchasing as and when required, and maintain effective relationships with suppliers and agencies.
- Ensure all records are kept accurate and up to date
- Maintain stock taking systems, ensuring all stocks are maintained tidily and are accessible.
- Assist with contracts for BSWA goods as and when required, ensuring value for money.
- To work within BSWA's administrative and financial systems and provide support where required.
- Ensure BSWA complies with data protection standards and registrations.

COMMUNICATION:

- To ensure that all staff team members are aware of any matters that are relevant to the welfare and security of the refuges, services, staff, volunteers and service users by:
 - Maintaining BSWA communication records
 - Following safety procedures
 - Attending team and other meetings
- To attend support and supervision sessions with your line manager.
- To develop a professional working relationships internally and with external agencies.
- To be involved in the annual review process.

TRAINING:

- To identify and attend training relevant to the post in agreement with your line manager.

GENERAL:

- To maintain the confidentiality of the women and children using the service and in all matters relating to the organisation.
- To offer an equal service to all women and children regardless of age, class, culture, language, race, religion and sexual orientation.
- To work within BSWA policies and procedures and demonstrate a commitment to the values and ethos of BSWA.
- To work within BSWA and local multi-agency child and adult safeguarding procedures.

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- To work within BSWA's framework for equal opportunities and anti-discriminatory practice.
- To undertake any other duties required by BSWA, which may arise and commensurate with the post.

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PERSON SPECIFICATION

COMMITMENT AND UNDERSTANDING:	FORM	INTERVIEW	TEST
Commitment to services for women and children affected by domestic violence and to working within BSWA ethos, policies and procedures	X	X	
Commitment to providing services within an anti-discriminatory/equal opportunities framework to meet individual needs	X	X	

SUBSTANTIAL EXPERIENCE OF:	FORM	INTERVIEW	TEST
Effectively providing front of house reception support in a busy office	X	X	
Supporting staff with various aspects of administrative function within an organisation	X	X	
Providing financial administrative support within an organisation	X	X	
Using Microsoft Office packages and using electronic administrative systems	X	X	X

SKILLS:	FORM	INTERVIEW	TEST
Excellent I.T. skills and ability to make the best of technology to help deliver efficient administration	X	X	X
A methodical and organised approach to managing work priorities and the ability to meet deadlines	X	X	
High level of written & verbal communication & problem solving skills & the ability to provide a service in a safe and confidential manner	X	X	
The ability to work on own initiative and able to work as part of a team		X	
Reliability and a willingness to work flexibly to ensure the needs of the service are met		X	

DESIRABLE:	FORM	INTERVIEW	TEST
The ability to speak one or more of the community languages of Birmingham	X		