



Alternatives Trust East London

Office Administrator

Full Job Description

Job Purpose: To be responsible for the daily administrative operation of the centre and to assist staff in the provision of holistic services to families using our services

Reporting To: Office Manager

About Alternatives

Alternatives Trust East London, known as Alternatives, is a small charity that provides holistic support to vulnerable families in Newham in the context of mental health. In practice these are almost all migrant families headed by a lone mother. Around 80-90% of those we work with are homeless, have experienced trauma, and have No Recourse to Public Funds.

Most new clients are seeking help with destitution to help their family survive. As well as casework, Alternatives provides free counselling, parenting and life skills support, a Baby Bank, and skills development to help women move on to support their families. A cleaning social enterprise aims to diversify income and provide decent, flexible work. More than the sum of the services it offers, Alternatives provides a community where women support each other and know they can get help.

The role of Office Administrator is directly accountable to the Office Manager and is responsible for the day-to-day administrative operations of the charity. This role is key to the smooth running of Alternatives and indispensable in our support of vulnerable families in East London.

Office Administrator Responsibilities:

Office/facilities management

The Administrator will assist the Office Manager with the day-to-day smooth running of the centre. Duties are:

- To work with this Office Manager to ensure the housekeeping tasks for the day to day running of our services including monitoring and purchasing of office, kitchen and toilet supplies.
- To ensure that the Centre's computers, telephones, printers and other technological systems run smoothly. To lead on communication with our external IT Support service to rectify any IT problems.
- To act as a first port of call for phone calls, passing on messages to relevant staff, in-person visits to the charity including answering the door. Monitor emails that come into the organisations main email address and act upon them or distribute to relevant staff members for action.
- To assist the Office Manager liaise with St Edmunds other tenants and church leaders on issues arising regarding shared use of the building
- Facilitate the onboarding of new staff by setting up relevant accounts and software training.

Support to the Office Manager, CEO Team and Board of Trustees

Duties include:

- To assist in preparation of weekly team meeting, team social events/away days and bi-monthly Trustee Board meetings
- To minute-take for team meetings and Trustees meetings (this will include working one evening, from 5.30pm-7pm every 2 months)
- To oversee day-to-day financial processing tasks such as collating receipts, keeping accurate track of expenditure of office supplies and uploading receipts for payment onto our online system
- To undertake appropriate tasks delegated by the Office Manager in assisting with the day-to-day running of Alternatives' client services. For example, supporting and inducting volunteers, helping with set up and clear up of weekly group family sessions, dealing with donation queries and receiving/storing donations to the charity.

Additional responsibilities

- Be alert to safeguarding issues and know the appropriate procedures alongside the safeguarding officer.
- Participate in regular team meetings.
- Assist with organising our Christmas programme with the Office Manager and Family Support staff
- Attend appropriate training throughout the year.

Person Specification

Essential

- High level of organisational skills
- Good customer service and interpersonal skills
- High level of competency in IT skills, including use of Word, Office, email, Zoom
- An understanding of the importance of and experience in working within a GDPR and safeguarding framework
- Able to prioritise conflicting work demands
- Demonstrable experience in holding multiple responsibilities and delivering consistently across them all

Desirable

- Experience working with our client group or related areas of work

This is a part-time office-based post for 19 hours a week (some flexibility available with work pattern – to be discussed). The salary is £27,300 pro rata (£14/hour) plus a 3% employer's pension contribution.

Please send your CV and a cover letter of no more than one page to alternatives@altel.org.uk by no later than 12pm on February 23rd 2024.