

The Shrewsbury Christian Centre Association

Registered Charity No 1163476

Chairman: Emily Bell

#### Job Description for the

#### Administrator in the Shrewsbury Ark

##### Purpose of the Post

1. The Shrewsbury Ark, run as a charitable enterprise by the Shrewsbury Christian Centre Association, is a day centre for the most vulnerable residents of Shrewsbury, offering them advice and support in a warm and welcoming environment. The Ark will offer comfort whenever possible, and will always care; and it will seek to help the vulnerable and those who feel excluded from society back onto their feet and will encourage them in the self-confidence and self-sufficiency to fend for themselves in future. The Administrator will assist the Manager of the Ark in putting this vision into effect, on behalf of the Trustees of the Charity.
2. The principal purpose of the post is to ensure the smooth functioning of the Shrewsbury Ark by providing effective administrative support to the Manager.
3. The post-holder will be required to work in the Shrewsbury Ark’s premises for 27.5 hours per week, normally 9.00 am to 2.30 pm Monday to Friday. Some limited flexibility in hours and/or place of work may be possible byagreement with the Manager*.*

##### Duties and Responsibilities

1. The Administrator is accountable to the Trustees of the Shrewsbury Christian Centre Association (SCCA) through the Ark Manager who will act as the employee’s Line Manager and will supervise the employee’s work. The Administrator will necessarily be privy to much information of a confidential nature concerning clients of the Ark, but also concerning Staff, Volunteers and Trustees; the maintenance of appropriate confidentiality in accordance with General Data Protection Regulations is a vital part of the duties of this post. An enhanced DBS Clearance will be required on taking up the post.
2. The Administrator will assist the Ark Manager in:
   1. Managing the receipt and despatch of hard-copy mail, distributing incoming mail as appropriate and following up actions arising therefrom; monitoring incoming email to the main Ark address and ensuring that appropriate action is taken to generate a response.
   2. Filing papers, both general correspondence for and from the Ark and personal records of Ark clients; updating and/or photocopying documents as necessary.
   3. Managing and superintending the Petty Cash, ensuring proper records are kept and that all payments are supported by appropriate documentation.
   4. Inputting information onto the Client Database and processing statistics derived from the Database.
   5. Drafting appropriate documents, formatting and printing as required.
   6. Answering phone calls and responding as appropriate.
   7. Maintaining stock lists, including of items held in support of Ark clients, and acquiring/ordering office supplies as required.
   8. Arranging meetings of the Ark Staff, and of volunteers, as required by the Manager, preparing the Agenda, and taking and circulating the minutes of those meetings.
   9. Updating Staff, Volunteer and Trustee details as necessary.
   10. Leading on the recruitment and induction of Volunteers, sending out Volunteer Application forms, requesting references and organising training as appropriate.
   11. Assisting the Deputy Managerin preparing Volunteer rotas.
   12. Managing the process of DBS Clearances for paid staff and volunteers.
   13. Maintaining staff holiday and sicknessrecords.
   14. Carrying out other office duties as required by the Trustees and/or the Manager.
3. In addition, the Administrator will be expected to assist the Ark Manager in:
   1. Promoting the existence, task, challenges and successes of the Ark to the public through news media and other appropriate means.
   2. Encouraging cash donations to support the work of the Ark, ensuring that all such donations are properly recorded and that, where appropriate, a Gift Aid form is signed by the donor.
   3. Ensuring that minor purchases necessary for the efficient running of the Ark (including food for any meals offered to service users) are made as cost-effectively as possible.
4. The Administrator may also be required by the SCCA Trustees and/or the Ark Manager to undertake any other reasonable tasks or responsibilities within his or her competence.

June 2022