



Sue Lambert Trust

JOB DESCRIPTION

Job Title:	Corporate Support Administrator
Responsible to:	Head of Corporate Support and Finance
Location:	Norwich
Hours:	22.5 hours per week (<i>occasional evening work around 6 times a year</i>)
Salary:	£19,972 per annum FTE

Background Information

Sue Lambert Trust provides kind, safe, supportive help in Norfolk to those who have ever experienced sexual abuse including domestic abuse.

We provide free, specialist support that enables people to recover, heal and build resilience to face the future. Our support is organized around a three-phased trauma informed approach. Phase One Groundwork is designed to support clients with practical issues as well as providing stabilisation in preparation for counselling. Around 200 clients per year access this service. Phase Two Counselling is the core provision and is delivered by 70+ trained counsellor volunteers working with over 300 clients weekly. Phase Three aims to build resilience and includes interventions such as self-help groups.

We are funded by the Office of the Police and Crime Commissioners Office, Ministry of Justice, National Lottery and several local and national Trusts and Foundations.

With the launch of a new strategy to guide us through to 2026 it is an opportune time to be joining an organization that is ambitious in its support for its clients.

Job Title: Corporate Support Administrator

Responsible to: Head of Corporate Support and Finance

Location: Norwich or Great Yarmouth

Job purpose: To provide administrative support to the Head of Corporate Support and Finance

Provide excellent customer service to all who engage with the organisation.

Provide administrative support to fundraising and other areas of the organisation as and when required.

To provide secretarial support to the Board and Committees collating agendas, taking and preparing minutes.

Main responsibilities:

1. To perform finance duties when required including assisting in processing volunteer claims and invoices, reconciling petty cash, processing donations and banking as directed by the Head of Corporate Support and Finance.
2. To ensure all secretarial support to the Board and Committees is timely and accurate.
3. To lead in the general running of the office maintaining stocks as necessary
4. To support the Head of Corporate Support and Finance in preparation of management and strategic reports as directed by the CEO
5. To greet clients and being available to support volunteers as required, contributing to a safe, supportive and kind environment for all.
6. To respond effectively and appropriately to personal enquiries, telephone, postal, e-mail including completing initial referral forms when required.
7. To liaise with trades and contractors to co-ordinate and manage office facilities
8. To collate individual staff and volunteers information as directed by the Head of Corporate Support and Finance.
9. To ensure all public areas are welcoming, safe and supportive.
10. To perform general office tasks as required
11. Any other duties as commensurate with the role

PERSON SPECIFICATION – ADMINISTRATOR

Qualifications:

Essential

- A good standard of education (or equivalent by experience)

Relevant experience and knowledge:

Essential

- Experience of placing customers at the centre of the working environment within a external facing role - face to face, on the telephone, and by email
- Experience of communicating with contractors, clients, volunteers and other stakeholders
- Experience of working in a busy office environment and proactively managing office facilities
- Excellent IT skills including competence using Microsoft Excel, Outlook and Word
- Good numeracy and literacy skills
- Experience of taking minutes and supporting Boards and Committees.
- Experience of collecting information to support the collation of reports.

Desirable

- Confident user of databases
- Experience of undertaking financial and banking tasks
- Experience of working with volunteers

Competencies and personal attributes:

- Excellent communication skills - able to communicate sensitively and well with people at all levels in person, on the telephone and in writing
- Committed to ensuring excellent quality customer care
- Non-judgemental and committed to ensuring equality of opportunity
- Flexible 'can do' approach
- Self-motivated and able to work independently without close supervision
- Ability to work well within a team
- Ability to understand the importance of and maintain appropriate levels of confidentiality.
- Ability to deal with multiple tasks and priorities and effectively manage time
- Attention to detail and accuracy
- Ability to work under pressure
- Professional and trustworthy

Other Requirements:

- The successful candidate will be subject to a DBS enhanced disclosure check as well as satisfactory references.

Variation of Job Description

Sue Lambert Trust reserves the right to vary the duties and responsibilities of its employees within the general conditions of service. The duties and responsibilities outlined above will be periodically reviewed and may be altered as the changing needs of the charity may require.

Application Process

To apply, please send:

- a CV (not more than two pages)
- a covering letter (not more than two pages)

The closing date for applications is 26th July 2021

Please send your application to recruitment@suelambertrust.org

Please include the title of the post you are applying for in the subject of the email.

Only complete applications will be considered.

Interviews will take place on w/c 2nd August 2021

We may conduct a second round of interviews, which will be decided only after the first round of interviews has taken place.