



**The Queen's Award
for Voluntary Service**



JOB DESCRIPTION: OFFICE ADMINISTRATOR

- Responsible to:** SEFF's Office Manager/ Line Manager
- Location:** Lisnaskea Head Office; 1 Manderwood Park. 1 Nutfield Road, Lisnaskea. County Fermanagh. BT92 OFF
- Hours of work:** 20 hours per week (funded until 31st March 2022)
- Salary:** £12,084 gross (for 20 hours) & 6% pension payable monthly in arrears

Background

South East Fermanagh Foundation (SEFF) was founded on 15th August 1998 to provide practical and emotional supports for a large number of individuals who had been through traumatic experiences as a consequence of 'The Troubles.'

Over the years SEFF's development as a provider of services for victims/survivors has evolved and in the last four years, additional focus has been given to developing the case of need for victims/survivors based in Great Britain and Republic of Ireland, ensuring they also have access to support services alike their Northern Ireland counterparts. The organisation now stands at over 1,200 individual members and their associated families.

Currently SEFF has five hubs for service delivery; Lisnaskea, County Fermanagh. Newtownstewart, County Tyrone. Rathfriland, County Down, Bessbrook, South Armagh and London.

SEFF is one of 23 groups attached to the Innocent Victims United umbrella organisation with a combined membership of over 11,500 individual victims' survivors based in Northern Ireland Republic of Ireland, Great Britain and mainland Europe.

Mission Statement

'Supporting Victims and Survivors, Strengthening Communities.'

Purpose of the Role

The role of Office Administrator is to provide administrative support to SEFF's Office Manager and Director of Services. The role provides Front Office support to members as a first point of call at Head Office in Lisnaskea, and provides office support and admin duties to the Management Team as well as general office duties as listed.

Job Description

The key elements that constitute the role of the Office Administrator are as follows:

1. First point of call for incoming telephone calls to SEFF Head Office- Lisnaskea (on working days)
2. Management of incoming and outgoing post from SEFF Lisnaskea; including distribution of post to pigeon holes, or deliveries to offices
3. Meet and greet for member face to face drop in's to the SEFF Lisnaskea Office
4. Production of SEFF Leaflets, brochures, and publicity materials in collaboration with the wider SEFF Teams as required- reporting to Director of Services for final proofing
5. Production of monthly SEFF Newsletter in collaboration with Project Coordinator- reporting to Director of Services for final approval
6. Attend and minute Quarterly SEFF Staff meeting, distributing minutes one-week post meeting date- proof provided by Office Manager
7. Core Team representative responsible for updating the new SEFF website, ensuring that information is current and accurate at all times
8. Maintain up-to-date members records on SEFF's CRM systems
9. Processing of all Membership Applications
10. Maintain an effective and efficient archive system for all non-financial based material, ensuring material is filed via a system which all staff understand, and destroy outdated information according to relevant document destroy dates
11. Maintain the post book, ensuring accuracy
12. Hands on role in recruiting participants for classes/activities as directed by the Projects coordinator
13. Responsible for producing the Annual Report (liaising with relevant contributors) to be then proofed by the Director of Services
14. Ensuring the Conflicts of Interests Register is accurate, and regularly updated- reporting to Director of Services
15. Issuing of cards e.g. Sympathy, get well cards
16. Providing Administrative Support to SEFF Management Team as required
17. Oversight of all Stationary purchasing and stock levels, ensuring that stationary is available for teams, e.g. printer ink, paper
18. Maintenance of all office equipment and relevant ordering, e.g. photocopier, water machine
19. Ordering and ensuring stock levels of all supplies etc, e.g. cleaning, toilet rolls, biscuits and food, etc
20. Responsibility for stock levels for ALL SEFF Leaflets and booklets- ensuring that out of date literature/ stock is disposed of across all offices and teams
21. Regular (quarterly) One to One's with Line Manager- (Office Manager) to communicate or discuss adjustments to role or activities

22. Attendance and input at fortnightly Teacup meetings led by Office Manager
23. Participation in ALL staff inductions with regards to office access, SEFF CRM, membership
24. Texting Members with key messages in collaboration with the Project Coordinator
25. Access NI Signatory for employee checks
26. Participation in the Procurement Process with regards to office ordering, in collaboration with the Finance Officer
27. Set up rooms for meetings/classes (particularly those scheduled for evenings) and ensure that Tutors/Facilitators are aware of issues connected to accessing the building, Fire escapes, Kitchen and Toilet facilities
28. Any other relevant duties required by the Office Manager, or Director of Services.

Essential Skills:

- 4 + years of Administration Experience in a busy office environment- particularly pertaining to the tasks listed above
- Proficient in the use of Microsoft Office programs including Excel, word, PowerPoint, and SharePoint cloud storage system
- High end organisational skills and ability to manage a busy schedule of work
- Experience working with clients who experience a range of health and mental health conditions is highly advantageous
- Experience in marketing- including the production of collateral, social media, and newsletters
- Knowledge of the 'Troubles' in the lens of Victims within Northern Ireland and GB
- Experience in the use of database software systems
- A high attention to detail and accuracy
- Extremely sensitive to the privacy and confidentiality of clients and their information

Desirable:

- First aid at work qualification
- Fire Safety or Fire Warden training
- Experience in events and programs of service delivery