



JOB DESCRIPTION: OFFICE ADMINISTRATOR- (MATERNITY COVER)- SEPTEMBER 2024

Responsible to:	SEFF's Office Manager (Line Manager)
Location:	The Buttermarket, Main Street, Fivemiletown
Hours of work:	30 hours per week (until March 2025) (With possible extension pending maternity return date)
Salary:	£23,016 gross (for 30 hours) & 6% pension payable monthly in arrears

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 office admin support to the Senior Management Team as well as marketing and design duties with the creation of our monthly member newsletter, social media content, and brochure design.

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
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 the 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 meetings, distributing minutes one week post-meeting date- proof provided by the Office Manager
7. Core Team representative responsible for updating the SEFF website, ensuring that information is current and accurate at all times
8. Maintain up-to-date members records on SEFF's CRM systems- ISARC and Advice Pro
9. Processing of all Membership Applications and issuing New Membership Packs
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for all non-financial based material, ensuring material is filed via a system which all staff understand, and destroy outdated information according to relevant document destroy dates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, working closely with the Project 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 the Office Manager
15. Issuing of cards e.g. Sympathy, get-well cards
16. Providing Administrative Support to the SEFF Management Team as required
17. Oversight of all Stationary purchasing and stock levels, ensuring that stationery 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 fortnightly One to One's with Line Manager- (Office Manager) to communicate or discuss adjustments to role or activities
22. Attendance and input at weekly 'Teacup' team meetings led by Office Manager
23. Texting Members with key messages in collaboration with the Project Coordinator
24. Access NI processing and Signatory for employee and volunteer checks with the Project Coordinator
25. Participation in the Procurement Process with regard to office ordering, in collaboration with the Senior Finance Officer
26. 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
27. Any other relevant duties required by the Office Manager, or Director of Services.
28. Weekly fire testing and log book completion in partnership with Office Manager

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