

**THE LINK CHARITABLE TRUST**

**JOB DESCRIPTION**

**Title:** Office Assistant

**Location:** Redcar & Cleveland

**Employment Terms:** FIXED TERM- £12.33 per hour

**Hours:** 10 hours per week

**Service Area:** Administration

**Reporting to:** Business Manager

**Accountable to: The Board of Trustees**

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The Link Charitable Trust (LCT) is a Redcar based charity working with children, young people, families and vulnerable adults. We support individuals to make positive changes to their lives through a range of emotional, social and wellbeing activities and services within the community. We offer open access to support, advice and guidance, for as long as it is felt to be needed.

**Job Purpose**

The Office Assistant will work within The Link Charitable Trust as part of a wider team, reporting directly to the Business Manager. The post holder will be involved with the coordination and implementation of office processes, maintaining and developing current systems to ensure they fit the needs of the organisation.

**Main Duties and Responsibilities**

* To contribute to the overall purpose of the charity, driving forward company objectives.
* Provide receptionist duties including answering phones, responding to emails, relaying messages, and dealing with general enquiries.
* Organise and store paperwork, documents and computer-based information.
* Support with referral systems, including administration of uploading new referrals to the organisations Customer Relationship Management System.
* Create and maintain filing and other systems within The LCT.
* Schedule and attend meetings, create agendas and take minutes for onward distribution.
* Order and maintain stationery and equipment, creating an inventory of supplies. Purchasing new material with attention to budgetary constraints.
* Preparing letters and contributing to correspondance.
* Implementing and maintaining procedures/office administrative systems
* Assist in the training of staff members and volunteers.
* Liaising effectively with staff, other agencies and stakeholders.
* To maintain high standards of data capture by ensuring data entered on systems are accurate and timely.
* Providing support to the management team and Board of Trustees on specific projects.
* Ensure the smooth and adequate flow of information within the company to facilitate other business operations.
* Keep abreast with all organisational changes and business developments.
* Undertake any other duties of comparable nature as may be required from time to time.

**Expectations**

* To attend and contribute to team meetings, supervision and appraisal process in line with The Link Charitable Trust’s policies and procedures.
* To attend and contribute to The Link Charitable Trust’s core training and any other training identified as appropriate for the post.
* To adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
* To maintain an appropriate level of confidentiality at all times.
* Demonstrate organisational awareness and see the bigger picture while working towards objectives.
* Be open to change and respond flexibly and quickly to the changing world.

**Monitoring, Evaluating and Developing Service Provision**

* Assist the line manager and colleagues in the monitoring, evaluation and development of the service.
* Contribute to the setting of targets/action plans and work related to these, to assist service development.
* As appropriate, assist in the development and production of resources for the benefit of children, young people and families.
* In the absence of the line manager, assist in ensuring service delivery and development is maintained to a good and professional standard at all times.

**Administration and Finance**

* Contribute to the day to day administration and running of the service, including appropriate keeping of all records relating to the users of the service, administration and finance, security and confidentiality of information/communication.
* Share appropriate information with children and young people, staff and volunteers and other agencies in accordance with the rules of confidentiality and protection of data.
* Assist the Business Manager in maintaining the LCT fixed asset register to reflect any asset acquisitions and disposals.

**Safeguarding**

* Safeguard children and adults and promote the welfare of children and young people and vulnerable adults at all times, operating within organisational, and local policies and procedures.

**A Professional and Ethical Service**

* To undertake supervision as per The Link Charitable Trust’s supervision policy and in line with the appropriate professional body.
* To work within The Link Charitable Trust’s GDPR and Information Governance policies and procedures.
* To ensure a safe and secure working environment for self and others and to take action as necessary within Health and Safety and other guidelines.
* To adhere to all The Link Charitable Trust’s Policies, Procedures and Guidelines.
* To promote and value the rights, responsibilities and diversity of people using the service.
* Promote and act in accordance with the service action plans with regards to equal opportunity and non-discrimination.
* Undertake training, supervision and appraisal to provide a high standard of service in a learning, innovative and continuous personal development environment.
* To promote the safety of children, young people and vulnerable adults to further the aim of preventing abuse or the risk of abuse.
* To act in a professional manner at all times whilst representing the service.
* Undertake other duties and responsibilities as required from time to time, commensurate with the post.

This job description is designed to identify principal responsibilities only. The post holder is required to be flexible in developing the role in accordance with changes in The LCT’s organisational objectives and priorities.