**www.sufra-nwlondon.org.uk**

**Registered Charity No. 1151911**

**Office Administrator**

**Salary: £21,216 per annum**

**Hours: 40 hours/week (in addition to occasional evenings and weekends)**

**Annual Leave: 4 Weeks + statutory holidays**

**Responsible to: Service Manager**

**Location: Stonebridge, London Borough of Brent**

**(This role maybe available as an apprentice or trainee position at a reduced rate)**

Sufra NW London is a Community Food Hub based in the London Borough of Brent that aims to challenge the causes and symptoms of poverty, homelessness and isolation in the local area. Our service revolves around the Food Bank, which collects and distributes over 40 tonnes of food annually, supporting nearly 4,000 people each year.

Alongside the Food Bank, we deliver the following services:

* a Community Kitchen that provides a 3-coure meal for the vulnerable and socially isolated;
* Advice Surgeries that provide support and advocacy on issues related to housing, benefits and employment;
* a Food Academy training children and young people in cookery skills as part of an accredited qualification;
* an Employability Programme that supports people to find work through basic skills training and job brokerage;
* a food growing project on St. Raphael’s Edible Garden that brings together people of all ages and backgrounds to better understand the provenance of food and the principle of urban farming; and
* a Refugee Resettlement Programme that helps newly arrived refugees access housing, healthcare, training and jobs to enable them to build a new life in the community.

We are recruiting an experienced Office Administrator to support our growing team of staff and volunteers. The role is ideal for someone that is new to the voluntary sector and looking to acquire experience in supporting a busy charity operation. The successful candidate must have relevant work experience, be efficient and organised and able to provide excellent customer service. You will also need to be confident in communicating with people from a variety of backgrounds and be willing to take on new and additional responsibilities, where required.

For further information or to apply for this role, please submit a CV, Covering Letter (no more than 2 sides) and Equal Opportunities Form (available on our website) by email to [admin@sufra-nwlondon.org.uk](mailto:admin@sufra-nwlondon.org.uk).

**There is no fixed deadline for this post. We will short-list applications on a weekly basis and will invite suitable applicants immediately for interview. We therefore advise early application, as we will close recruitment as soon as a successful applicant is selected.**

**Job Description Page 3**

**Person Specification Page 5**

**Job Description**

**Role**

To provide excellent administrative support to staff and volunteers of Sufra NW London and support the efficient running of all services and activities.

**General Administration & Office Management**

* Welcome visitors and service users to the charity;
* Respond to general enquires by telephone, post and email;
* Organise and maintain administrative systems, including office filing, data entry, document scanning and record-keeping;
* Maintain accurate records of service delivery and guest profiles using the charity’s case management system;
* Undertake inventories of office stationery and cleaning supplies;
* Oversee procurement of stock, as required; and
* Update mailing lists and donor/gift aid spreadsheets.

**Food Bank & Community Kitchen**

* Set up and close services as outlined in relevant operational manuals;
* Ensure that referral vouchers, guest food lists and other related documents are printed and accessible;
* Maintain and update notice boards, wall displays, leaflet dispensers and audio-visual presentations;
* Prepare and print weekly menus.

**Volunteer Support**

* Organise volunteer interviews and manage personnel records;
* Create volunteer badges and issue operational manuals;
* Update volunteer contact details, waiting lists and induction files;
* Provide support for students on work experience; and
* Prepare resources for upcoming events.

**Other**

* Represent the charity at community events, festivals and activities;
* Support in planning and managing local events and fundraising activities;
* Work in accordance with the charity’s policies and procedures;
* Contribute to the charity’s social networking presence on Facebook and Twitter;
* Take part in supervisions, personal development training and appraisals;
* Assist in cleaning and general maintenance; and
* Undertake any other reasonable duties to support the operations of the charity.

**Person Specification**

E = Essential / D = Desirable

A = Application / I = Interview

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| --- | --- | --- | --- | --- | --- |
| **Competency** | **Specification** | **E** | **D** | **A** | **I** |
| **Education & Training** | Minimum Level 2 qualification | ✓ |  | ✓ |  |
| GCSEs in English and Mathematics (A\*-C) | ✓ |  | ✓ |  |
| Relevant qualification in administration |  | ✓ | ✓ |  |
| **Knowledge & Experience** | Office administration | ✓ |  | ✓ | ✓ |
| Customer service | ✓ |  | ✓ | ✓ |
| Volunteer support |  | ✓ | ✓ | ✓ |
| Project and event management |  | ✓ | ✓ | ✓ |
| Knowledge of social media, website development and/or ICT systems |  | ✓ | ✓ | ✓ |
| **Skills & Abilities** | Excellent written and oral communication skills | ✓ |  | ✓ | ✓ |
| Ability to work with others professionally | ✓ |  | ✓ | ✓ |
| Advanced IT Skills  (Microsoft Outlook, Excel and PowerPoint) | ✓ |  | ✓ | ✓ |
| Ability to work independently and prioritise workload | ✓ |  | ✓ | ✓ |
| Ability to manage and support volunteers as part of a team |  | ✓ | ✓ | ✓ |
| **Attitude** | Honest and trustworthy | ✓ |  | ✓ | ✓ |
| Positive, friendly and hard-working | ✓ |  | ✓ | ✓ |
| Willingness to engage in learning and further training | ✓ |  | ✓ | ✓ |
| Commitment to the values of Sufra NW London | ✓ |  | ✓ | ✓ |

The post is subject to a probationary period of 6 months.