



www.sufra-nwlondon.org.uk

Registered Charity No. 1151911

Office Administrator

Salary: £22,421 per annum pro rata (depending on experience)
Hours: 40hrs/week including occasional evenings and weekends
Contract: 12 months
Annual Leave: 4 weeks pro rata + statutory holidays
Responsible to: Operations Manager
Location: Stonebridge, London Borough of Brent

About Sufra NW London

Sufra NW London is a Community Hub that provides a lifeline to people in crisis – including families living in extreme poverty and people who are vulnerable, homeless or socially isolated. We provide them with the food and support they need to survive, empower them to learn new skills and improve their wellbeing, and help them to find work and become financially stable.

Our core work focuses on providing emergency food aid through our Food Bank and Community Kitchen, but these are gateway services that enable our service users (we call them guests) to access a wider range of services and activities designed to address the root causes of poverty and homelessness. Our services include:

- **Food Bank:** Last year, we provided emergency food aid to around 3,000 people who cannot afford the basic cost of living. Access is strictly by referral from one of our 60 registered local referral agencies and access is typically limited to four food parcels a year.
- **Community Kitchen:** We serve a freshly cooked three-course vegetarian meal every Friday evening. Referrals are not required; the service is open to the community. Last year we served over 2,000 meals, mainly to people who are homeless, socially isolated, food bank users or those in debt or claiming benefits.
- **Welfare Advice Service:** Our Advice Worker helps people address the underlying problems that led them to our Food Bank – such as benefit disruptions, housing problems and other financial difficulties. The support we provide is ongoing and tailored to the needs of the individual – no matter how long it takes.
- **Food Academy:** An AQA accredited 6-week cookery course that teaches young people about nutrition and healthy eating as well as food preparation and kitchen skills. The course is designed to increase community cohesion, reduce social isolation and improve the health and wellbeing of the families we support.

- **Refugee Support:** Our Refugee Resettlement Programme helps newly arrived refugees and asylum seekers access the housing, healthcare, training and jobs they need to build a new life in the community. We offer cultural trips, access to ESOL classes, support groups, orientation classes and events to improve integration and independence.
- **Employment Training:** We regularly run programmes designed to empower the long-term unemployed to find work by gaining professional skills and experience. Our accredited courses also help with CV writing, work experience and finding work.
- **St. Raphael's Edible Garden:** We've worked with local residents to turn an abandoned space on the estate into a Community Garden, where we offer horticulture courses and volunteering opportunities for local residents and people with additional mental/physical health needs. The space includes a teaching tipi, a wildlife pond, a chicken coop (with 20 egg-laying hens), an orchard and an abundance of raised beds for growing vegetables and fruit.

Each of these services is designed to lead vulnerable people on a personal journey from crisis to economic stability, social inclusion and active participation in the community. We rely heavily on our dedicated volunteers to ensure that we can deliver our services, and we work closely with faith groups, schools and voluntary sector organisations who provide a wide range of additional support.

Job Description

Main Duties & Responsibilities

To take responsibility for administrative procedures relating to the charity's operations and provide ongoing support to volunteers and staff.

General Administration & Office Management

- Welcome visitors and service users to the charity.
- Respond to general public and services users enquiries via telephone, post and email.
- Organise and update administrative systems and databases including office and digital filing systems
- Oversee data entry processes, ensuring that information is being input correctly and on time, and errors are being identified and corrected.
- Ensure privacy statements on all necessary documentation are in line with current Data Protection laws.
- Organise the staff office to ensure that it is a safe and pleasant working environment and that essential supplies are available.
- Purchase resources and materials needed across services.
- Undertake inventories of office stationery, promotional materials, and cleaning supplies.
- Update mailing lists and donor/gift aid databases.
- Process DBS checks for staff and volunteers.

Services Support

- Ensure that necessary documentation required for services are printed and accessible in time for all services.
- Maintain and update notice boards, wall displays, leaflet dispensers and audio-visual presentations.
- Prepare resources for upcoming events.

Volunteer Support

- Train, manage and support Administrative Volunteers to support with core duties such as managing telephone lines and conducting data entry.
- Maintain accurate personnel records, including application forms, volunteer agreements, start and end dates.
- Provide support for students on work experience.

Financial Administration

- Ensure all cash and in-kind donations are recorded and accounted for on the donor database.
- Ensure financial reconciliations are carried out accurately and on time.
- Manage administrative and office budgets and track expenditure.
- Bank all cash and cheques and update the Finance Officer accordingly.
- Organise receipts digitally.

Other

- Work in accordance with the charity’s policies and procedures.
- Represent the charity at community events, festivals and activities.
- Support in planning and managing local events and fundraising activities.
- 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.
- Undertake any other reasonable duties to support the operations of the charity.

Person Specification

Please ensure that your application clearly demonstrates how you meet all the essential criteria specified below.

Competency	Specification	Essential	Desirable
Education	Educated to degree level in any discipline	✓	
	Relevant qualification in administration and/or IT		✓
Experience	Office administration	✓	

	Customer service	✓	
	Volunteer management		✓
	Project and event management		✓
Knowledge	Social networking sites (Facebook & Twitter)	✓	
Skills & Abilities	Excellent written and oral communication skills	✓	
	Ability to work with others professionally	✓	
	Advanced IT Skills (Microsoft Outlook, Excel and PowerPoint)	✓	
	Updating websites and content management systems		✓
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 3 months.