



JOB DESCRIPTION

JOB TITLE: Network Administrator

REPORTING TO: The Network Manager

BACKGROUND

The Network Administrator is responsible for all of the administrative activities of the St Albans & District Bereavement Network [SABN], a charity that provides support to those in the community who have been bereaved.

The Network employs 4 part time staff. SABN's services are undertaken by around 100 trained volunteers including counsellors, visitors, Helpline and office volunteers.

The Network raises income from grants, donations and fundraising of approx £100,000 p.a. to fund its costs.

The Administrator and a part time assistant are responsible for the range of activities set out below.

PRINCIPAL DUTIES AND TASKS:

- Overall management of office including supervision of Admin Assistant and office volunteers.
- Management of the telephone Helpline, including answering the Helpline.
- Financial administration [not accounting], including purchasing, invoice logging, petty cash, ordering supplies and equipment, paying in receipts to the bank etc.
- Development and maintenance of the Network's databases
- Maintaining and developing the Network's IT system - hardware and software – with support from an outside support company.
- Responsibility for office facilities including telephone contracts, room hire, insurances, office policies etc
- Acting as Secretary to the Trustees, attending bi-monthly meetings, preparing agenda and minutes, correspondence etc and writing regular activity reports. Arranging the public Annual Meeting (held bi-annually).
- Co-ordinating and attending other meetings, including staff Team Meetings, as required
- Supporting major bid applications made by the Network's Grant Co-ordinator, and independently preparing other grant and fundraising applications.
- Coordinating elements of the Network's fundraising programme [e.g. donations] and administratively supporting other initiatives, including events.



- Supporting the Clinical Co-ordinator with elements of client administration including input of client data to the Network database and provision of client/activity statistics for reporting and grant applications and monitoring purposes.
- Supporting the Network Manager with correspondence, meetings, recruitment, personnel and training records and general administration
- Leaflet distribution and managing information resources for individuals and schools.
- Preparation of promotional leaflets, co-ordinating the maintenance and development of the Network's website [assisted by volunteers], editing of the bi-annual Newsletter.
- Providing the administration for and assisting with the planning of the Annual Service of Remembrance and Thanksgiving and producing the Annual Book of Remembrance
- Other duties as required from time-to-time

REPORTING TO YOU

- A clerical, administrative assistant working 8 hours a week.
- Daily office/Helpline volunteer working from 9.30 to 1.00.
- Additional volunteers assigned to project work where appropriate.

EXPERIENCE, KNOWLEDGE AND TRAINING REQUIREMENTS:

Essential:

- Administrator with a proven background in office administration.
- Ability to plan, prioritise and manage workload and deadlines
- Capable individual with good communication skills, both oral and written, and willing to use initiative within guidelines. Empathy in dealing with clients and willingness to undergo training – Introduction to Working with Bereaved Adults, Families and Young People./
- Proficient IT skills, especially Microsoft Office Suite and use of databases
- Ability to manage and to motivate others, work well in a team
- Potential to develop and commitment to maintain professional development
- Commitment required to a long term role with the Network – a role that can grow.
- An understanding of equal opportunities and a commitment to all sectors of the community

Desirable:

- Knowledge of Microsoft Access and Publisher
- Own transport and clean driving licence



CONFIDENTIALITY

During the course of their work, the post holder will become party to confidential information - this must not under any circumstances be divulged to any unauthorised person. The SABN Code of Practice will apply and an enhanced CRB check required.

CONTRACT PERIOD:

Permanent Position.
Subject to the satisfactory completion of a 3 month probationary period.

SALARY:

An annual salary of approximately £24,000 p.a., (pro rata to c£12500 for 20 hrs). Salary dependent on experience.

HOURS:

Initially 20 hours per week spread over 5 mornings. Subject to flexibility to cover meetings etc.

WORKING FROM:

SABN Office and as appropriate for meetings, events etc.

HOLIDAY

20 days holiday and 8 days Bank Holiday (9 in 2011/12) per annum, pro rata, as set out in the Contract of Employment