



Job Description

Job Title	: Interim Office Administrator
Salary	: £11.00 per hour
Hours	: 14 per week
Managed By	: Director
Accountable to	: Director, Hillingdon Mind
Location	: Uxbridge

A) Job Summary

The post-holder will be expected to work flexibly to provide administrative support within Hillingdon Mind. This will include:

- providing reception and telephone cover during service opening hours as required, communicating with clients professionally, courteously and respectfully;
- being responsible for effective, accurate and timely management of client appointments and make changes accordingly;
- providing information and reports as required for service management and planning;
- provide robust administration support to the Director and the staff team;
- maintaining the security and confidentiality of all service user information;
- assisting with other administration across the service as delegated or agreed by the Director;
- communicating effectively with service users, clinicians, external staff, internal team members and other parties to ensure an efficient and timely service is maintained.

B) Key Working Relationships

1. Hillingdon Mind staff team
2. Hillingdon Mind Board of Trustees
3. Users of Hillingdon Mind services.
4. Officers of the statutory and voluntary sector agencies in Hillingdon

C) Main Tasks

- 1) Assist the Director, Finance Manager, Managers, and service Co-ordinators with general administrative duties, including:
 - word processing documents;
 - updating and maintaining the database ;
 - HR documentation;
 - health and safety monitoring;
 - weekly fire alarm checks;
 - preparing and sending mail shots;
 - recoding and administering incoming and outgoing mail;
 - photocopying;
 - shredding;
 - filing of application forms and DBS certificates.
- 2) Deal with enquiries via telephone, electronic mail or in person and providing information/signposting as appropriate.
- 3) Answer telephone, email and mail promptly.
- 4) Oversee the work of Volunteer Administration Assistants.
- 5) Assist with reception cover as required, providing a high quality front line service.
- 6) Receiving and recording complaints and processing them in line with the complaints procedure.
- 7) Any other duties, in liaison with the staff team, commensurate with the general level of responsibilities of the post.

D) Learning and Development:

- 1) to be pro-active in recognizing, and taking responsibility for, professional learning and development;
- 2) to participate in learning and development opportunities as required, following assessment of personal and professional development needs;
- 3) to participate fully in regular one-to-one supervision sessions with the Line Manager, and in an Annual Performance Appraisal.

E) Other Duties:

- 1) to contribute to Hillingdon Mind's external communications including website content, Twitter and Facebook.
- 2) to undertake any other duties commensurate with the role;
- 3) to participate fully in staff meetings and strategy development meetings of Hillingdon Mind;
- 4) to work within the terms of Hillingdon Mind's Code of Conduct and policies and procedures.