

**The Norwich Centre for Personal and Professional Development &  
Norwich Centre Projects Ltd**

**Senior Administrator**

Full time 35 hours per week

This is a new opportunity for an experienced administrator to join our well-established organisation at an exciting time. You will be highly motivated with a strong commitment to support our work in the local community in line with our charitable aims. You will work as part of a small admin team all of whom are part-time.

If you have excellent administrative ability, experience of managing a small team in a busy environment, and a sensitive telephone manner, you can use these skills to help us to provide a valuable and much needed service to our clients.

**Job Description:**

The Senior Administrator will be responsible to the Centre Coordinator for the day to day running of the Centre, managing the work flow on a daily basis, maintaining accurate records and statistics and also undertake general reception duties.

**Responsible to:** The Centre Coordinator

**Principal Duties:**

- Ensuring the efficient administration of the counselling services including dealing with general enquiries, client allocation and maintaining the appointment database.
- Responsible for the administration of training courses, lectures, workshops, and events that take place within the Norwich Centre or Norwich Centre Projects Ltd.
- Attending meetings and presenting reports to Trustees.
- Responsible for administrative induction and support of counsellors.
- Responsible for ensuring facilities and provisions are in place for courses, workshops and meetings as required.
- Responsible for ordering stationery and domestic supplies
- Keeping minutes at Trustees and Company Directors meetings
- Assisting the Centre Coordinator to ensure adequate cover at all times.
- Responding to queries and referring them to the appropriate member of staff as necessary
- Responsible for the arranging of interview schedules (where necessary) for course applicants and prepare interview packs for panel members
- Liaising with tutors when assignments are handed in, require posting etc.

- Maintaining the filing system for the different courses
- Ensuring accurate records are kept of applications for courses and workshops
- Assisting the Centre Coordinator with the documentation of policies and procedures and ensuring these are observed by everyone working at the Centre and reviewed in a timely way.
- Assist with the administration of the library and other resources.
- Assist with keeping the Centre Director up to date with booking information in order to keep the website up to date
- Undertake relevant Health and Safety training as required
- Any other duties connected with the administration of the Centre that may be delegated or assigned subject to the role and the level of the post.

## PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Qualifications</b> <ul style="list-style-type: none"> <li>▪ Educated to degree level or equivalent, or applicant should have suitable proven ability, experience and knowledge</li> </ul>	✓	
<b>Experience, Knowledge and Skills</b> <ul style="list-style-type: none"> <li>▪ Proven administrative experience and excellent organisational skills</li> <li>▪ Expert user of MS Office including Office 365</li> <li>▪ Excellent written and spoken English</li> <li>▪ Knowledge of Sage Line 50</li> <li>▪ Experience of cash handling and basic accounting procedures</li> <li>▪ Experience of reception duties including maintaining an appointments system</li> <li>▪ Experience of minute taking</li> <li>▪ Experience of producing statistical reports</li> <li>▪ Experience of supervising a small team</li> </ul>	✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓
<b>Personal Qualities</b> <ul style="list-style-type: none"> <li>▪ Excellent communication and relationship skills</li> <li>▪ Friendly and approachable</li> <li>▪ Able to work unsupervised and manage workload effectively and accurately under pressure</li> <li>▪ Attention to detail</li> <li>▪ An enthusiastic and flexible approach, willing to do what is necessary to ensure the effective running of the Centre – a good team player</li> <li>▪ Able to work to deadlines without being task orientated</li> </ul>	✓ ✓ ✓ ✓ ✓ ✓	

### Other requirements

Standard DBS check

Commitment to the aims and work of a service which is responsive to persons with mental and emotional difficulties

*The criteria are subject to reasonable adjustment to enable disabled candidates to fulfil the requirements of the job.*

**Salary:** £18,200 per annum 35 hour week

**Annual leave:** 4 weeks

**Sick Pay:** details attached

**Application process**

To apply for this post please complete an application form and complete and return it by Monday 10<sup>th</sup> December 2018 to [finance@norwichcentre.org](mailto:finance@norwichcentre.org) Please note: **Applications must be made using the electronic form, CVs will not be accepted.**

Closing date: 11<sup>th</sup> January 2019

Proposed interview date: TBA