

Good Neighbours administrative assistant job description - Oct 2024

7 hours / week, £12.13/hour

The administrative assistant provides support to the Good Neighbours team. This includes a variety of administrative tasks, primarily ensuring swift & smooth volunteer & client processing, but also sending out signposting information, streamlining Airtable database information, arranging appointments, compiling reports, and maintaining the (electronic) filing systems.

Reporting Line: Reports to the Project Manager for Good Neighbours.

This role can be completed on either 1 or 2 days per week, as suits. The role is primarily from the Binley office, to enable supervising volunteers & processing physical paperwork.

The role will include tasks such as:

	<u>Tasks</u>
a	Maintain databases & filing, using Excel/Google Sheets and specialist software.
b	Airtable database queries and training for new and existing staff / volunteers
c	Make database and reporting improvements
d	Process volunteer training sessions sign ups, process and chase volunteer applications & collect references.
e	Compile text & data for reports as directed by the COO and wider team.
f	Process & chase DBS applications through the system.
g	Deal with telephone and email queries to GN, answering them where able and passing on information as appropriate.
h	Assess initial client group / signposting needs by phone & arrange appointments for GN coordinators if subsequently necessary.
i	Send letters, group information, and emails to volunteers and clients, as advised by coordinators & through self-initiative.
l	Support organisational and fundraising improvement.
m	Supervise & manage admin volunteers, delegating & monitoring tasks given.
n	Attend and contribute to occasional Good Neighbours team meetings
p	Support colleagues vi wellbeing meetings and adhoc queries
q	Liaise with thirtyone:eight and DSL for safeguarding advice as required.
r	Miscellaneous as needed & directed (e.g. wider HOPE Coventry input)
	Total per month

It is essential that the administrator uses their professional experience, combined with line management support, to find a balance between each of the tasks - delegating tasks to admin volunteers as necessary. The successful candidate must be willing to uphold the Christian ethos and values of HOPE Coventry (see hopecoventry.org.uk/our-values/).