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## Shoreditch Trust Administration Officer: Job Description

**Reports to:** Organisational Support Manager

**Salary:** £24,000

**Probation period:** 3 months

**Hours:** 35 per week (Full time)

**Contract:** Permanent

**Based at:** Shoreditch Trust, 12 Orsman Road, N1 5QJ, but may be required to attend at other Shoreditch Trust locations.

Shoreditch Trust is a charity based in east London, working to address inequality and help people in Hackney feel healthier and happier. Our work includes peer support for pregnant women and new mums, cooking classes for families, exercise and creative activities for good mental health, care for survivors of stroke, chef training for young people, and support for older people who are isolated.

The charity runs a number of venues, including iNDUSTRY workspaces, Waterhouse Restaurant and the Healthy Living Centre. Any income generated by these supports Shoreditch Trust's work.

### Purpose of the Post

As the Administration Officer, you will play a vital role in enabling the smooth operational running of the organisation, supporting the core support team, senior leadership team, finance team, and acting as a point of contact for staff.

The Administration Officer leads on the day-to-day coordination of the office and satellite sites, and supports across the organisation on routine IT & finance tasks.

The role is ideally suited to individuals with an interest in working in a vibrant office environment and an appetite to develop strong administration skills. Good organisational and communication skills are essential, as is the ability to hold a multitude of tasks simultaneously. The post-holder will also work alongside the CEO and senior leadership team and support the delivery of the Trust's governance and policy development. This post offers an excellent opportunity to learn about organisational management, governance and stakeholder management in the context of the voluntary sector.

## **Job Description**

The workplan will be focused on these main areas:

- Office administration
- Senior leadership team and governance administration support
- Financial administration
- IT

The workplan and financial and organisational support timeline will act as the detailed description of tasks, responsibilities for this post.

### **1. Office Administration**

- Work to the Administration Officer workplan, ensuring deadlines are met, carrying out regular and ad hoc tasks in a timely manner.
- Assist the Organisational Support Manager in organising office activities and operations to ensure efficiency and compliance to organisation policies.
- Process and respond promptly to incoming communications (post, telephone, email, face to face), taking accurate messages and copying and distributing information as necessary.
- Assist with management of tasks undertaken by contractors.
- Track stock of office supplies and place orders when necessary
- Input data and archive documents.
- Undertake administrative tasks for meetings including preparing documents, booking venues and taking minutes.
- Liaise with suppliers and engineers for office maintenance, equipment and services;
- Attend regular training and development opportunities to maintain an up-to-date knowledge of risk management, policy development and governance.

### **2. Senior Leadership Team and Governance Administration Support**

- Provide day to day administrative support to a busy senior leadership team (CEO, Deputy CEO and Directors) including maintaining diaries, scheduling and arranging meetings.
- Support the CEO to prepare and issue papers for the Board and support the Deputy CEO to prepare and issue papers for FASC and minuting meetings.
- Maintain and update the policies required for the Trust to operate such as the Trustee and Staff Handbook and ensure Board information on the website is updated.
- Support the CEO's role as Company Secretary, including maintaining accurate records for Companies House and the Charity Commission and collating information for the CEO's quarterly reports.
- Diarise and prepare for board meetings and away days including room bookings, set up, and liaison with Trustees.

### **3. Financial Administration**

- Support the CEO, Deputy CEO, Organisational Support Manager and Accountant with the day-to-day management of the financial programme.
- Oversee petty cash handling, credit card purchase management.
- Purchase invoice distribution and collation.
- Collation of timesheets for casual staff.
- Weekly banking.

- Till changes and cash up.
- Provide monthly and quarterly information to accountants including credit card, petty cash, and expenses breakdowns.

#### 4. IT

- Provide SharePoint induction for new staff.
- Liaise with IT contractors when asked and support the Organisational Development Manager to manage the IT and data systems contracts.
- Other duties as required to support the organisation's IT requirements including procuring new equipment and maintaining the asset register.
- Update and maintain the Cyber Security Policy.

#### General Requirements

In order to be responsive to the community and to be able to support Shoreditch Trust activities, you will need to be flexible, working some evenings and weekends. Hours will be agreed on a mutually beneficial basis in line with planned activities.

### Person Specification

#### Educational Achievements, Qualifications, Training and Knowledge

##### Essential

- Degree or equivalent qualification or experience in administration or an administrative role in a medium sized organisation.
- Information research, retrieval and collation using internet/web-based systems.

##### Desirable

- NVQ2 or higher in Administration

#### Experience

##### Essential

- Proven work experience as an Administrative Officer, Administrator or similar role.
- Experience of using Microsoft products including Word, Excel, PowerPoint and Outlook.
- Working flexibly to meet changing needs of an organisation.
- Familiarity with office management procedures and principles.
- Basic budget management skills.
- Supporting managers to meet their deadlines.

##### Desirable

- Designing systems and procedures that support the organisation to function efficiently and consistently.
- Handling confidential client data and using an electronic database (e.g. Access).
- Experience of processing financial claims/transactions.
- Experience of using consultative processes to improve procedures and services.

## **Job Related Aptitude and Skills**

### **Essential**

- Ability to communicate complex issues effectively by telephone, in writing, by e-mail and in person.
- Methodical and organised approach to tasks, with an eye for detail.
- Ability to work calmly under pressure prioritising competing demands effectively.
- Initiative, flexibility and ability to handle change.
- Ability to produce accurate summaries of meetings, events and conversations.
- Ability to attend work regularly and on time.

### **Desirable**

- Good problem solving skills and ability to use initiative.
- Good influencing and negotiating skills with the ability to positively engage others and secure commitment and time.

## **Personal Qualities**

### **Essential**

- Commitment to continuous personal development.
- Ability to work alone, as well as working co-operatively as a team member

### **Desirable**

- Willingness to learn about new initiatives.
- Specialist knowledge related to the area of appointment.

## **Equal Opportunities**

- Commitment to, and understanding of, the principles of equal opportunities, in employment and the delivery of services.

## **Corporate Responsibilities**

- Ensure high levels of professional conduct at all times with particular reference to punctuality, dress, presentation and administration.
- Ensure that customer care is the first priority for service provision.
- Ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Shoreditch Trust.
- Adhere to all relevant Shoreditch Trust policies and procedures.

## **Communications**

Adhere to the Trust's Communications Protocols for both internal and external communications with colleagues, trustees, suppliers and contractors.

## **Confidentiality**

In undertaking administrative duties, the post holder will have access to information relating both to individuals and to organisations including Shoreditch Trust. All such information should be regarded as strictly confidential and the Administration Officer role will be expected to comply with Shoreditch Trust Data Protection policies.

## **Safeguarding Statement**

Shoreditch Trust works with children, vulnerable young people and at-risk adults in a variety of ways and is committed to providing a safe, positive and friendly environment. We have a statutory and moral duty to ensure and promote the welfare of these groups regardless of race, disability, gender, age, sexual orientation, religion and belief, gender reassignment, pregnancy and maternity, marriage and civil partnership. This policy extends to the treatment of all our service users, partners, volunteers, visitors and employees of Shoreditch Trust. The Trust abides by the legislation in place for safeguarding and takes into account best practice in child and at-risk adult safeguarding.

**This job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity, and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.**