



Role Description

Title: Administrator

Reports To: Senior Administrator

Hours per week: 16 - 26 hours per week

Salary: Negotiable dependent on experience

The Good Shepherd was established by the Brothers of St John of God, a religious order who have supported the local community for 50 years. Two of our core values are hospitality and compassion for the most disadvantaged. Our team deliver services in a way that makes people feel valued and we always try to hear their voice.

We work with the most disadvantaged people in our community including people with multiple and complex needs, asylum seekers, and people who are experiencing homelessness. At the Good Shepherd we use the Recovery Model to formulate our approach to working with people. The team identify strengths, values, and interests and use that as the basis for change.

Over the last two years we've expanded the support we offer to include a day centre, meaningful activity programme, Housing First service, supported lettings scheme, and host a multi-agency hub bringing together a wide range of agencies.

Role Summary

We're recruiting an administrator to join our busy team. They are a key part of the charity providing assistance to all areas of the management, projects, and support teams.

The administrator will work alongside the senior administrator to make sure the daily administration of the service runs smoothly.

Duties and Responsibilities

- Deal with telephone and email enquiries ensuring the central mailbox is kept up to date with a turnaround of 48 hours.
- Answer the intercom and signpost service users, agencies, and visitors to appropriate staff member. Booking appointments with staff where necessary
- Sort and distribute incoming post and organise and send outgoing post.
- Photocopying and printing of various documents.
- Create and maintain filing and other office systems.

- Manage room bookings and external agencies using an Outlook diary.
- Data input to our Client Relationship Management (CRM) system.
- Create and update Microsoft Excel spreadsheets.
- Record data on incoming deliveries, enquiries and other areas as required.
- Manage all utilities within the building ensuring all rates are in the best interest of the Good Shepherd.
- Support senior administrator with collating and composing the quarterly newsletter.
- Maintaining and reviewing mailing lists
- Minute meetings as and when required.
- Support central function with administration.
- Responsible for weekly fire alarm testing
- Be first point of contact for any maintenance issues, ensuring they are reported.
- Manage inventory of office supplies, including stationery and Good Shepherd equipment
- Support comms and fundraising, ensuring we are promoting the Good Shepherd at every opportunity.
- Any other duties which reasonably fall within the range and responsibilities of this post, as requested by a member of the management team.