



ROLE PROFILE

**Job Title: Administration Assistant/Volunteer Co-Ordinator
(Fixed-term contract to cover Maternity Leave up to
12 months)**

Accountable to: Human Resources Manager
Salary: £17,729 p.a.
Location: Skainos Square, 239 Newtownards Road, Belfast
Hours of work: 37.5 hours per week.
Annual leave: 20 days annual leave and 12 days public holidays p.a.
Pension: National Employee Savings Trust (NEST) Pension Scheme
Health Care: An employee health care plan is available after successful probation
Probation: This post is subject to a 6 month probationary period.

JOB PURPOSE

Reporting to the Human Resources Manager, the post-holder will be the main point of contact for the EBM Reception and will provide customer service and administrative support for HR and other EBM projects. The post holder will also act as the Volunteer Co-Ordinator for EBM to ensure the effective recruitment and development of volunteers across a wide range of projects.

MAIN DUTIES

RECEPTION

- To provide an administrative and reception function for all internal and external customers.
- To manage the EBM reception, meeting clients, visitors and contractors professionally, directing them as required.
- To answer the EBM switchboard, taking messages and forwarding enquiries and information.
- To provide a range of administrative support services i.e. typing, photocopying, mail shots as required.
- To ensure that a rota of volunteers for the EBM Reception is made and appropriate cover for the reception area is maintained.
- To mentor, coach and support EBM reception and administrative support volunteers.
- To update the reception procedures manual as required and to train reception volunteers on daily procedures.
- To ensure signing in sheets are provided daily for staff members and ensuring safe keeping of same.
- To take minutes as required at SMT, Health and Safety Committee and any other meetings which may arise.
- To ensure all information leaflets/posters at reception are relevant and in date.
- To take room bookings and deal with general enquiries for Skainos during the absence of the Skainos Reception and Information Officer.

- To administer the franking of EBM external mail.
- To be responsible for ordering stationery and consumables in line with EBM financial policies.
- To accept parcels, recording same for residents of Skainos and having these signed for when collected.
- To carry out Fire Warden duties for the EBM office.
- To act a First Aider for EBM.

HUMAN RESOURCES ADMINISTRATIVE SUPPORT

- To set up vacancies on PAMS, to place advertisements with advertisers, to forward application packs, to type general correspondence and prepare short-listing documentation for interview panels.
- To ensure that all recruitment files are stored confidentially.
- To act as an authoriser for EBM AccessNI Disclosure Certificates and to record information received on the AccessNI database accurately, confidentially and in accordance with Data Protection legislation.
- To act as the Monitoring Officer for EBM and to update recruitment and selection information on PAMS.

VOLUNTEER CO-ORDINATION

- To co-ordinate the recruitment, engagement and development of volunteers in EBM.
- To ensure that volunteer role profiles and volunteer literature are updated as required.
- To ensure that volunteer application forms, references, volunteer agreements and induction procedures are in place.
- To mentor, coach and support EBM Reception and administrative support volunteers
- To liaise with employment providers and charities regarding EBM volunteer recruitment.
- To retain an accurate database of all volunteers in EBM.
- To respond to enquiries from potential volunteers.
- To organise annual volunteer recognition certificates
- To organise volunteer events as required.

OTHER

- To provide a health and safety focused environment and to comply with EBM health and safety procedures.
- To attend outside functions as required.
- Any other duties conducive to the effective operation of the post and deemed to be within the post-holder's competencies.

Personnel Specification

Essential

- Minimum of 2 years' recent administrative support experience including managing an office reception/ switchboard.

- Good IT Skills including Microsoft office packages including word, excel, outlook and databases.
- Ability to communicate effectively with a wide range of clients, employees, visitors and volunteers.
- Accurate and detail conscious.
- Ability to work on own initiative and prioritise work load.
- Good problem solving skills.
- Confidential.
- Ability to work outside normal office hours and attend external functions as may be required.

Desirable

- Experience of working in an HR Department and managing an HR Database.
- Experience of fair employment monitoring.
- Volunteer management qualification/experience.
- Experience of minute taking (shorthand would be advantageous).
- Experience of Health and Safety requirements in a busy office environment.
- First Aid Qualification/Fire Warden training.

This position may give the post-holder access to children and/or young people and vulnerable adults, and therefore may be subject to disclosure background check of any criminal convictions, including spent, bind-over orders and cautions in accordance with the Access NI Vetting and Barring Scheme and our organisation's Children and Vulnerable Adult's Protection Policy and Procedure. An Access NI check will be carried out prior to any employment.

East Belfast Mission is an Equal Opportunities Employer