

Role Description:

Business Administrator

Aim

To support and work alongside staff and other volunteers (and the organisation as a whole) by providing general administration support to the team.

Responsible to

Business Manager

Specific Tasks

We will support and offer training to carry out the following tasks

Communication pathways

- Answering and making telephone calls professionally, taking accurate messages and following up on tasks in a thorough and consistent manner (or referring on to team members when appropriate)
- Taking details of referrals (mainly over the phone) and signposting clients to appropriate external services following appropriate training (and with clinical staff support)
- Liaising with internal staff and external visitors and callers and passing on information as appropriate to the relevant staff / volunteers
- Sending and receiving faxes
- Receiving, sending, replying to and organising e-mails
- Supporting staff / volunteers to produce letters, presentations, exhibits and other documents when appropriate
- Maintaining and updating the Breathe Website

Supporting the various projects

- Liaise and support staff / coordinators / volunteers in the preparation of Drop-ins, Carers Groups, Client Support Groups and Awareness / Fundraising Events by confirming room booking, checking volunteers attendance and other co-ordination tasks.
- Support staff / coordinators / volunteers after Drop-ins, Carers Groups, Client Support Groups and Awareness / Fundraising Events by checking that correct documentation has been completed and handed in within the specified time frame.
- Communicate any concerns re: service users / carers or any else to staff lead.

Dealing with documentation / files

- Prepare documents for meetings (Agenda's and Reports) and taking minutes and typing these up
- Photocopying, laminating and other training related tasks
- Securing approval for large design / print / copy jobs to be completed by the relevant supplier
- Organising and ensuring completion of jobs agreed by suppliers
- Maintaining accurate records, filing systems and computer files
- Ensuring the shredding of confidential documents as and when instructed
- Allocating incoming post and sending outgoing mail
- Collating and maintaining packs for service users /carers and membership packs; identifying stocks held and required and maintaining stock control on a monthly basis
- Support other volunteers / staff with specific administrative tasks as appropriate

Policies and procedures

- Follow Breathe's policies and procedures and check the policy file monthly
- Maintain confidentiality and data protection re: patients / volunteers / staff and the general work of Breathe
- Maintaining member / volunteer files with respect to confidentiality and Data Protection liaising with Human Resources as applicable
- Sign and follow our faith statement i.e. no swearing or blasphemy in daily work
- Attend mandatory training e.g. health and safety, Protection of Vulnerable Adults (POVA) and other appropriate to your role
- Represent Breathe professionally at all times
- Attend and engage in appraisal meetings at frequencies defined in current policy.

General office tasks

- Welcoming and managing visitors and clients
- Ensure the building is left tidy / organised and safe / secure on leaving and encourage / instruct others to do the same
- Other activities identified at the appropriate level and according to business needs