

Administrative Officer

Age UK is the country's largest charity dedicated to helping everyone make the most of later life. The over-60s is the fastest-growing group in society and there are more of us than ever before.

Ageing is not an illness, but it can be challenging. At Age UK we provide services and support at a national and local level to inspire, enable and support older people. We stand up and speak for all those who have reached later life, and also protect the long-term interests of future generations.



Our vision: a world where everyone can love later life

Age UK's vision is ambitious. It won't be easy to get there, and it won't be a quick journey, but we believe it's how things should be for older people and we work every day to achieve this.

Age Concern Crosby

Age UK's network includes c.170 local Age Concern organisations and Age Concern Crosby is one of these – we operate in the areas of Crosby, Waterloo, Seaforth, Brighton-le-Sands, Litherland, Hightown, Bootle and Thornton. In addition our lunch-clubs and related activities we have a mini-bus and offer day trips and holidays for members. This post operates from our office at 8 Haigh Road, Waterloo but will also be required from time-to-time to visit our lunch clubs in the area.

This post will be responsible for Age Concern Crosby's office management, administration, lunch club administration and governance. You will work closely with, and report to the Trustees. You will be responsible for the smooth running of the office and the editing and production of various Age Concern Crosby publications including our website and social media.

This post requires someone who is able to take a high degree of responsibility, often working alone or with volunteers. You will be both a self-starter and a team player with excellent organisational skills and a strong empathy for the needs and expectations of older people. An ability to work under pressure is a must.

Job description

You will be responsible for the following:

1. Office management and administration;
2. Data protection and management of client and volunteer information in accordance with legislation;
3. Responsibility for the smooth running of the organisation's IT and phone systems;
4. Being database administrator with responsibility for conventions, security, new reports, liaison with any software provider, staff/volunteer IT training and support;
5. Ensuring that there are clear and agreed administrative systems, including paper and computerised retrieval and storage systems;
6. Maintenance, repair and purchase of stationery, other consumables and office equipment;
7. Administration of Age Concern Crosby's role in providing information, advice and guidance to callers;
8. Preparation and coordination of the rotas for the Age Concern lunch clubs – including communicating with good notice with the lunch club leads and volunteers;
9. Maintaining records of lunch club participation;
10. Arranging activities, outings and the annual holiday for members;
11. Providing administrative support to the Executive on Age Concern Crosby matters
12. Identification of grant opportunities and, once an application is approved by the Trustees, making the submission;
13. Dealing with general enquiries by post, phone, email or in person, and dispatch of Age Concern Crosby's mail (the post-holder will need to arrange with volunteer colleagues cover for the above when away from the office);
14. Administration of Age Concern Crosby's clients and volunteers lists ;
15. Handling requests for Age Concern Crosby and Age UK publications;
16. Maintenance of the Age Concern day-to-day financial record-keeping, processing invoices and liaising with the Treasurer for payment and information;
17. Administration of accounts relating to the vehicle management, including scheduling service, MoT and other general maintenance;
18. Take responsibility for the distribution and display of insurance certificates both in the office and at lunch clubs;
19. Assisting at Age Concern Crosby events and meetings, some of which will be in the evening and occasionally the weekend (notice given and time-off-in-lieu);

20. Identification and management of risk for Age Concern Crosby, reporting to the Trustees where remedial action is required;
21. Administration of Age Concern Crosby's Trustee development programme including administration of recruitment, induction and learning, reporting to the Trustees;
22. Any other task that ensures the smooth running of the organisation.

Governance

23. Preparation for, and organisation of Trustee meetings (usually five a year), the Annual General Meeting (once a year), and Executive Board meetings (usually five times a year) with assistance of the Trustees;
24. Ensuring that the procedural requirements relating to the AGM are met;
25. Advising and assisting on other aspects of charity administration and management;

Public relations

26. Ensuring that the website is kept up-to-date and is running smoothly;
27. Managing Age Concern's social media, including Facebook;
28. Other ad hoc publications, notices, banners, posters, assisting with the promotion and organisation of events.

Person specification

Essential requirements

1. Ability to take responsibility for all the office systems of a small, professional organisation;
2. Ability to take minutes, draft agendas; and liaise with Age Concern Crosby's Trustees;
3. Ability to run database systems for managing client and volunteer lists and other transactions;
4. A high level of IT competence, particularly in Microsoft Word and Excel, with sufficient understanding to manage Age Concern Crosby's systems;
5. Ability to maintain Age Concern Crosby's website;
6. Good written and oral communication skills;
7. Excellent organisational skills with the ability to prioritise;
8. An eye for detail and an ability to ensure that work is undertaken with scrupulous accuracy;

9. Ability to work both independently and as an equal part of a team and to stay calm under pressure in a busy office environment;
10. Honesty and a respectfulness of confidentiality;
11. An empathy and commitment to Age Concern Crosby's aims and values.

Desirable requirements

1. Experience of working in a charity;
2. Valid driving licence and have access to a vehicle.

Terms and Conditions

The appointment will be on Age Concern Crosby's usual terms and conditions for full time permanent staff, which include 24 days leave (pro rata) plus statutory holidays (pro rata).

In addition to salary, Age Concern Crosby will pay an addition towards your pension of 5 per cent of your salary per annum.

This post works with vulnerable adults and as such will require a Disclosure and Barring check prior to confirmation of appointment – the cost of which will be met by Age Concern Crosby.