**Administration Officer – Welfare & Wellbeing**

Background

We are proud of our heritage and have been supporting people working in the printing industry since 1827. We have a Royal Warrant and HM The Queen is our Patron. The industry has grown beyond recognition since then with advances in printing, packaging and publishing few could have imagined. Today the UK is the world’s fifth largest producer of printed products, with an estimated 8,600 companies delivering £13.5 billion of turnover and employing over 122,000 people. And yet, despite such innovation and growth our charitable aims of promoting independence, protecting dignity and furthering education are as important today as they have always been. To meet the needs of those we help, we provide financial and practical assistance to people from the sector, and work strategically with industry partners to attract and retain future talent.

Welfare & Wellbeing is a key pillar for the charity and includes our two sheltered homes in Basildon and Bletchley as well as our grants programme for regular and one-off financial help to people with a connection to the industry. Our Welfare & Wellbeing activities form part of our charitable objects of alleviating poverty, supporting independence and dignity.

Role outline

The essence of the role is to support the Welfare & Wellbeing Manager in ensuring the smooth and efficient operation of our sheltered homes in Basildon and Bletchley and our financial helps programme. We operate against the backdrop of a complex social landscape where the people we aim to help are falling below what is an acceptable income level and subject to disproportionate changes to their welfare as a result of external factors and policy changes.

Main duties

Working as part of a team the main focus of the role is to provide administrative support and telephone assistance to the people we help. This role is responsible for the administration of our Welfare & Wellbeing programmes as we drive new initiatives to help support our work, most notably implementing a new CRM system.

Although not exhaustive, the core elements to the role include:

* To be responsible for all telephone and written communications with applicants and grantees and dealing with these in a professional, responsible and timely manner
* Review Grant Making Policy annually to ensure its fit for purpose
* Ensure that the application process and forms are completed appropriately
* Process the applications in an effective and efficient way and within the agreed timescale
* Maintain accurate grants records and applications via CRM
* Knowledge of statutory benefits/entitlement (using other agencies as appropriate)
* Ensure there are accurate accounting procedures in place with finance team
* To provide regular updates on the grants operation to the W & W Manager and Senior Management Team (SMT)
* To undertake other duties related to the grants work as may be requested by W&W Manager
* To ensure full compliance with the requirements of the Data Protection Act
* Prepare applications for approval
* Plan an effective annual calendar of grants/assistance ensuring sufficient time is built in to gain approval and payment cycles
* To keep in view, the timely submission of information needed for Trustee meetings
* To provide first port of call to beneficiaries
* To help develop relationships with charity partners
* Build an understanding of the people we support and manage how we report the impact of the work we do
* Keeping information on the programmes/activities up to date on the Charity’s website
* Sharing office administrative duties as part of the admin team

Education & Qualifications

* Good standard of education (English & Maths)

Skills & Experience:

* Experience of working on administratively intensive work within a busy office
* Attention to detail with exemplary administrative skills
* Good telephone manner with excellent written skills to respond to enquiries in a sensitive and timely way
* Computer literate with experience of IT packages and systems (including CRM)
* Empathy with the work and purpose of the Charity
* Strong interpersonal skills, capable of building and developing relationships at all levels
* Able to work under own initiative, be self-supporting and an excellent time manager
* Team Player and can work under pressure and with a proven ability to work proactively and on own initiative
* Familiarity with the Third Sector and how charities operate
* An understanding of working with the welfare and benevolent community, volunteers and other staff members
* Able to work flexibly and take on new responsibilities as and when they arise

**This job & person spec is a guideline only and is not exhaustive. You may be required to perform other duties which are not expressly listed but are in keeping with the general purpose of your job role and we reserve the right to make changes to this job description as appropriate.**

**I confirm receipt and understanding of this job description:**

**Signed……………………………………… Dated……………………**