

Job Title: Administrative Officer, The Mill

Salary: £20,800- pro rata,

Working pattern: 16 hours per week, for an initial 6 months contract (with the possibility to extend beyond the initial 6 months). Will involve working weekends, and some evenings.

Annual Leave: 20 days pro rata.

Reporting to: Centre Manager

The Mill is Walthamstow's living room, it's available for residents to drop in and read the papers, view our art exhibitions, join a group or activity, or use our play room. The Mill is run by local volunteers for the local community and is open to the public 6 days a week. We are looking for a part time Administrative Officer to support the Centre Manager.

We are looking for an experienced Administrative Officer. Working in a public facing role, you will be able to interact with a diverse community of Mill users, volunteers, staff and tenants. You will be organised, efficient, and able to meet deadlines. You will create and maintain administrative systems to ensure the smooth running of the building and its events, and to support the Centre Manager. You will be enthusiastic, proactive, organised and sympathetic to the aims of The Mill. You will be responsible and able to work on your initiative as this role will involve being in charge of the building when the Centre Manager is not in The Mill.

Key skills

1. Good administrative skills, with 2-3 years experience.
2. Able to manage and organise information and administrative systems including bookings, calendars and databases.
3. Ability to communicate effectively and sensitively with a wide range of people of varying ages and cultures.
4. Experience of working within financial procedures; processing transactions, petty cash.
5. Experience of working with the public and managing a public space
5. Experience of working with, and managing volunteers.
6. Good computer skills including Word, Excel, Google Drive.
7. Able to work on own initiative, without supervision.
8. Able to adhere to The Mill's vision, constitution and policies

Principal areas of responsibility

- Manage information and create administrative systems to ensure the smooth running of The Mill.
- Jointly responsible for keeping the building open at core hours, opening and locking-up as required and to undertake all security measures.
- Deputise for the Centre Manager in her absence
- To deal with room hire enquiries and take room bookings, collate event information for online calendar and send publicity information to Comms volunteers.
- Manage bookings for the building, organising invoices and recording payments. SAGE experience ideal.
- Manage and monitor the petty cash system.
- Process all cash and cheque transactions, update all records and arrange banking.
- Maintain databases.
- Provide administration for the Friends Membership Scheme
- Arrange training for reception and front of house volunteers and coordinate a rota so that reception is covered at all times. To provide cover for reception as required.
- Keep reception and front of house volunteers informed and up to date on all information.
- Maintain stationery and housekeeping stock, reordering as required.
- Gather event information for weekly blog and forward to front of house team and comms team for website and social media.
- Deal with phone, email and face to face enquiries from the public and volunteers
- Maintain and keep tidy all refuse, spaces, systems and equipment and adhere to legally required health and safety property procedures ensuring all users do the same.

You will be subject to a DBS check if successful at interview.

Person specification

Essential Skills

Administrative experience - at least 2 years
Reception/front of house experience - at least 1 year
Competent user of computer software/excel/word/Google Drive
Good communication, face to face, phone, email
Experience of dealing with finance; processing cash and cheque transactions, petty cash
Experience of working with and managing volunteers
Good organisational skills
Experience of working without supervision
Reliable and conscientious
Experience of managing information and administrative systems including bookings and calendars

Desirable Skills

Experience of locking and opening up premises
Experience of working with public, diverse user group
Experience of maintaining and reordering supplies
At least two years' experience of working with SAGE or other similar software
Experience of being responsible for day to day management of a building
health and safety awareness