

Job title: Administration Officer, The Mill

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 an experienced part time Administration Officer to support the Centre Manager.

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.

Principal areas of responsibility

Administration and Centre operations

- Manage information and create administrative systems to ensure the smooth running of The Mill.
- Jointly responsible for keeping the building open at core hours (including weekends), opening and locking-up as required and to undertake all security measures.
- Deputise for the Centre Manager in her absence.
- Deal with phone, email and face to face enquiries from the public, our licensees and volunteers.
- Monitor and respond to general enquiries and bookings, arranging payments and cover for out of hours bookings.
- Process event information for what's on calendar and website. Liaise with Comms on publicity.
- Ensure all spaces are kept tidy and equipment is in good order, arranging for any maintenance as required and that systems and equipment adhere to legally required health and safety property procedures, ensuring all users do the same.
- Maintain stationery and housekeeping stock, reordering as required.
- Maintain databases and records in accordance with the GDPR .

- To provide cover for reception as required.

Finance

- Manage and monitor the petty cash system.
- Process all cash and cheque transactions, update all records and arrange banking weekly.
- Manage room bookings, creating invoices and recording payments on the SAGE system.
- Process and manage yearly gift aid submissions to HMRC .
- Provide administration for the Friends Membership Scheme, processing donations via our online fundraising platforms and providing regular reports to the Financial Controller.

Work with Volunteers

- Arrange training for new reception and front of house volunteers and coordinate a Rota so that reception is covered at all times.
- Keep reception and front of house volunteers informed and up to date on all information face to face and weekly via email updates.
- Liaise with volunteers with regards to other centre activities.

General

- Be a trained first aider and fire marshal for the building.
- Follow safe systems of work and adhere to health and safety policies and procedures.

Person Specification

Education/qualifications

- Good standard of written and spoken English.
- Qualified First Aider or willing to train.

Essential Skills and Experience

1. Substantial experience of setting up and maintaining administrative systems and processes.
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 face to face, over the phone and via written correspondence.
4. Experience of working within financial procedures; processing transactions, petty cash, invoicing and preparing banking.
5. Experience of working with the public and managing a public space.
6. Experience of working with and managing volunteers.
7. Good computer skills including Word, Excel, Google Drive.
8. Experience of using the SAGE financial software.
9. Able to work as part of the Core Operations Team, and on own initiative and without supervision.
10. Able to adhere to The Mill's vision, constitution and policies.
11. Experience of managing information including databases and administrative systems bookings and calendars.
12. Experience of being responsible for day to day management of a facility.

Desirable Skills

1. Experience of locking and opening up premises.
2. Experience of working with public, diverse user group.
3. Experience of maintaining and reordering supplies.
4. Knowledge of Gift Aid.
5. Knowledge of health and safety in a public building.
6. Knowledge of, or willingness to train in safeguarding.
7. Knowledge of local area.