



JOB DESCRIPTION

JOB TITLE:	Administration Officer
LOCATION:	Birmingham
RESPONSIBLE TO:	Development Manager
TERM:	15 Hours per week
SALARY:	£6,864

JOB PURPOSE:

OSCAR Birmingham (Organisation for Sickle Cell Anaemia Relief and Thalassaemia Support) is a small registered charity based in Birmingham. Our aim is to help to improve the quality of life for individuals affected by Sickle Cell and Thalassaemia which are genetic blood disorders.

We are the only community based local charity in Birmingham providing services arising from complex issues for those affected by this genetic blood disorder.

Our approach is based on person centred approach to meet the needs of patients and service users. We treat all accessing our services with respect and dignity, understanding needs based on lifestyle, culture, challenges and preferences while looking at the situation from the point of view of the person living with Sickle Cell or Thalassaemia

You will have a strong, well-rounded administrative background and an excellent telephone manner, along with seamless confidence in liaising with staff and range of stakeholders at all levels. You will undertake a variety of duties needed to ensure smooth running of the charity. Experience of the Health and Social Care industry is desirable, along with strong skills to ensure the efficient day-to-day running of office and projects, which is essential.



MAIN RESPONSIBILITIES

Undertaking day to day administration including:

- Being the first point of contact for the charity, answering enquiries on the telephone, by email and post;
- Maintaining office supplies and stationery;
- Maintaining databases and sharing (computer) filing system;
- Maintaining a central diary and messaging system for the office.
- Undertake administrative tasks including monitoring information in relation to a variety of projects, services and programmes.
- Maintaining the charities databases, including updating records, researching and adding new entries.
- Liaising with relevant staff and service users.
- Attend quarterly meetings as minute taker.
- Maintain and manage financial records including expenditure, invoices, receipts and petty cash,
- Organising and attending other relevant meetings as necessary.
- Attend relevant training in relation to professional development.
- Undertake appropriate duties in relation to Health and Safety, Safeguarding Children and Vulnerable Adults.
- Any other appropriate duties identified by Line Manager



PERSON SPECIFICATION

JOB TITLE: Administration Officer

DATE: January 2019

LOCATION: Birmingham

REQUIREMENTS	ESSENTIAL	DIRESABLE
Education	Minimum 12 months experience of being in an administration role.	Level 2/3 Qualification in Administration or Business Administration
Experience	<p>An excellent track record as a good all-round administrator.</p> <p>Experience of using email communication and the internet for research.</p> <p>Experience of handling incoming calls to an organisation from a wide variety of callers.</p> <p>The ability to work under pressure and as part of a team as well as on their own and use initiative, commitment and enthusiasm.</p> <p>Experience in customer care with people from different backgrounds.</p>	<p>Experience of setting up and maintaining databases.</p> <p>Experience in managing financial records.</p> <p>Experience in working within Health, Social Care or other relevant setting.</p>
Skills/knowledge	<p>An ability to communicate and negotiate effectively, through the written and spoken word with a wide range of people including professionals.</p> <p>Ability to deal flexibly at any one time with a wide range of tasks.</p>	<p>Knowledge or interest in websites and digital form of communication and marketing.</p> <p>Knowledge of Haemoglobin disorders.</p> <p>Ability to speak an additional language(s).</p>



	<p>Excellent keyboard and computer skills and working knowledge of the following software: Microsoft Word, Excel or similar database systems.</p> <p>Accurate numeracy skills, good planning and organisational skills. Ability to work within the bounds of confidentiality.</p> <p>Empathy with those affected by Sickle Cell & Thalassaemia conditions, and an ability to relate to and be sensitive to the needs of a range of service users.</p>	<p>Knowledge in working within a charity environment.</p>
<p>Attitude and Values</p>	<p>Willingness to work within the limited resources typical of a small Charity environment.</p> <p>Flexibility and willingness to go the extra mile.</p> <p>To undertake training and development.</p>	