



RED BALLOONS LEAD ADMINISTRATOR ROLE DESCRIPTION

Red Balloons use Peer Support to give people a safe space to talk combining this with physical activity where possible to support people to improve their physical and mental wellbeing. All our volunteers have lived experience of poor mental health so can offer an experienced listening ear. Monthly we have around 250 attendees at our Walk and Talk Groups and in 2024 we supported 385 individuals with their mental health.

Engagement with our services is increasing and we're recruiting more volunteers and expanding our services. This means the workload in the office is increasing. We are, therefore, looking to add a Lead Administrator to our team who also has finance experience.

Hours of Work: 24 hours per week (working pattern to ensure that office is covered on a full-time basis)

Salary: £25134 pro rata (actual salary £17238)

12 Months Fixed Term Contract

Responsible to:

Operations Manager

What will you be doing?

As Lead Administrator you will be responsible for:-

- Entering financial transactions onto our finance system (Xero)
- Allocating transactions to the correct project and expense category
- Supporting the production of monthly management accounts
- Using finance software to pull off reports as required by Ops Manager and CEO
- Invoicing and bank reconciliation
- Managing the collection of data around numbers of attendees at sessions and numbers of interactions across all projects
- Produce a monthly report on attendees/interactions for the CEO
- Attending meetings to take notes as required
- Manage petty cash
- Create and manage a contacts database

- Create and manage a resource database for signposting
- Answer the phone, dealing with any requests for information or taking messages to pass onto the appropriate person
- Organise walk schedule on a weekly/monthly basis and ensure that all walks are covered
- Support volunteer recruitment administration, ensuring that emails/paperwork are sent out in a timely manner and chase up when required
- Post regularly on social media platforms as required by the organisation
- Put together and manage the rota for messaging service throughout the week as required by the organisation
- Organise zoom meetings for volunteer info sessions, training and any meetings as required by the organisation
- Book rooms for meetings as required
- Keeping track of all office equipment, stationery and marketing materials to ensure its available/reordered when required
- Help with organising volunteer forums, community committees and other meetings eg, catering, equipment, etc.
- Any other duties commensurate with the role and as required by the charity

A Laptop/Notebook will be supplied by Red Balloons and will remain our property.

PERSON SPECIFICATION

	Essential	Desirable
At least 3 years' experience of working as an Administrator in a busy office	✓	
A minimum of 2 years' experience of finance/ bookkeeping	✓	
Experience of a cloud based bookkeeping system (minimum 1 year)	✓	
Knowledge of Xero Accounting Software		✓
A Business Administration qualification at Level 3 or above (or equivalent)		✓
A Business Finance qualification (or equivalent)		✓
Excellent IT Skills – MS Office – Word, Powerpoint, Excel, Email	✓	
Excellent organisational skills	✓	
Lived experience of poor mental health either personally or as a Carer		✓
A clear understanding of the link between exercise and improving mental wellbeing	✓	
The ability to communicate confidently with a wide range of stakeholders, including good social interaction and listening skills	✓	
To be able to work independently but also be a good team player	✓	
To be able to quickly build strong working relationships with people	✓	
Have a good working knowledge of Professional Boundaries	✓	
Experience of Note Taking	✓	
Good knowledge of information governance and ability to maintain confidentiality at all times within any statutory guidance on safeguarding	✓	
Good research skills (to find other provision available locally) and the ability to approach other organisations confidently	✓	
Experience of working on funded projects		✓
Compassionate, empathetic and patient	✓	

The ability to encourage, support and motivate people	✓	
To be non-judgemental and to take a positive approach to all people	✓	
To be able to confidently represent Red Balloons in any forum	✓	