**Volunteer Job Description**

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| **Job Title**  Housing Administration Officer Volunteer | |
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| **Department**  Campus | **Team** |
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| **Reports to (Job Title)**  Housing Support Team | |
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| **Responsible for:**  0 | **Job Grade** |
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| **Location**  Campus | **Contract Type** |

YMCA is a Christian organisation, committed to Equality and Diversity in the Work Place YMCA is committed to the safeguarding of children, young people and vulnerable adults.

**Job Purpose (outcome)**

The administrator will provide an effective administrative support and customer focused service to the Housing Team and YMCA North Staffordshire Campus with due regard to organisation’s policies and procedures.

**Duties and responsibilities**

**Purpose of job**

* Recognising the impact of the administration function as crucial in promoting the positive image of YMCA North Staffordshire.
* Taking a proactive approach in the ongoing implementation of administration procedures in the absence of the Manager.
* Opening and distributing mail as well as clearing and sorting outgoing mail (both internal and external).
* Undertaking training as required to update skills – with particular regard to Housing Benefit and technological changes implemented by the organisation.
* Accurately recording all staff absence in line with policy guidance and submitting relevant reports to the Campus Manager.
* Keeping accurate records of monitoring data to be used in the production of KPI reports for internal use and for external agencies including Supporting People.
* Maintaining records of archive material and operating this with due regard to the organisation’s Data Protection Registration and other policies.
* Liaison with external agencies as necessary.
* Assist in the administration of funding contracts (Supporting People)
* Photocopying and circulation of documents as requested.
* Attending, minuting and servicing of meetings (internal and external) as and when required.
* Assist in the production and distribution of letters being sent to tenants.
* Telephone and reception duties, including dealing with enquiries from tenants.
* Deal with some cash transactions including receiving rent payments from tenants, ensure cash is transmitted to the safe at the end of each day.
* Use Microsoft Office (mainly Word and Excel) to produce and format documents
* Provide cover to reception as and when required to cover absence and meetings etc
* Responsible for the recording and issuing of the organisation’s ID badges
* Any additional tasks that relevant and deemed not unrealistic for the post holder to undertake
* Comply fully at all times with the YMCA's policies and procedures relating to Safeguarding, Equality and Diversity, Professional Boundaries, and Health and Safety and to undertake training in these areas when required.
* Undertake such other duties as may reasonably be required.
* To coordinate and deliver activities to young people at YMCA North Staffordshire’s Youth Campus
* To provide supervision, motivation and inspiration to young people
* To support community deliveries as and when required
* Ensure all safeguarding and critical incidents are reported within the correct time frame ensuring the safety and welfare of young people always.
* Attend regular training and development opportunities to maintain an up-to-date knowledge of safeguarding, health and safety and local policy developments;
* To be fully versed with safeguarding to protect everyone from harm in accordance with current safeguarding legislation.
* Comply fully always with all the YMCA's policies and procedures relating to Safeguarding, Equality and Diversity, Professional Boundaries, **Confidentiality & Data Protection** and Health and Safety and to undertake training in these areas when required. Undertake such other duties as may reasonably be required.

**Person Specification**

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| Essential |
| Knowledge |
| * Good standard of education 5 GCSE’s including Maths & English * Knowledge of Microsoft Office Package, database and MIS systems (Management Information Systems) and an ability to keep them up to date. * Good knowledge of financial monitoring including previous experience of ordering, processing invoices and nominal allocation * Knowledge of producing financial/activity reports to funding agencies and contractors. |
| Relevant Experience |
| * Relevant previous experience providing general administrative support * Previous experience of financial monitoring including ordering goods and services, processing invoices and nominal allocation * Experience of working in a team * Proven experience of computer skills. |
| Skills and Ability |
| * Experience of maintaining files and collating information using a database or Excel spreadsheets * Ability to take minutes and present them in a professional format * Ability to work to deadlines and at times without direct supervision * Excellent communications skills * Commitment to customer care, and an excellent telephone manner, showing respect at all times * Minimum of 12 months office experience * Good organisational skills and file management * Prioritise work according to given time scales and priority * Ability to work independently and time manage workloads * Excellent team player, and able to share good practice with working colleagues * Ability to use relevant MIS (Management Information Systems) and electronic data recording software * Competency with Microsoft Office package suite * Knowledge of various monitoring/recording of information requirements, and their importance |
| Other Requirements |
| * Driving Licence and access to a vehicle to be able to move around the city * Enhanced CRB check in place * Willing to work flexibly and on occasion outside of standard working hours * Undertake any training to aid personal development |

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| Commitment Requirements  1 day per week for 12 weeks |