

Staff vacancy

Administrator



The
**Cancer Support
Centre**

A place of sanctuary and support

Applications are invited for the new part time post of The Cancer Support Centre (CSC) Administrator. This post reports to the CSC Centre Manager, and will work alongside the existing Administrator Role.

The CSC Administrator is responsible for dealing with day to day operations of the Cancer Support Centre and supporting the Centre Manager in providing a service which is in line with the mission, vision, values and beliefs of the Charity. The post is a key member of the Cancer Support Centre's team and will involve a variety of activities which are both interesting and rewarding. The post holder will work closely with other staff and volunteers, and will have regular contact with the Centre's therapists, client advocates and trustees. In addition this role will have contact with the Centre's clients and therefore must be able to display empathy, understanding and possess good communication and listening skills.

Ideally the successful applicant will have experience of working in a similar busy office environment and as part of a multi-disciplinary team, with Microsoft office and database applications. It is also desirable that the applicant will have knowledge of cancer and understand the benefits of complementary therapies.

This role, based at the Centre's office in Lindridge Road, Sutton Coldfield is a part time post, initially working 15 hours per week. The successful applicant will be expected to work a minimum of 3 half days initially, with a future potential for hours rising to 30 hours over 5 days per week. Flexibility to cover holidays and sickness would be required.

The salary for the post is £8,330 per annum, for the 15 hour week, rate of £10.68 ph.

A job profile, information pack and application forms are available from the Cancer Support Centre office at Lindridge Road, (Tel no. 0300012 0245). or via email:

info@suttoncancersupport.org

Closing date for receipt of applications is 12 noon Monday 27th September 2021.

Interviews will take place the week commencing 4th October 2021.

Registered office: Lindridge Road, Sutton Coldfield B75 6JB

Charity No: 1089658

Reg Company No 4202897

Tel: 0300 012 0245

info@suttoncancersupport.org

www.suttoncancersupport.org

Overview

The Administrator is responsible for dealing with day to day operations of the Cancer Support Centre and supporting the Centre Manager in providing a service which is in line with the mission, vision, values and beliefs of the Charity.

The role is accountable to the Centre Manager, reports to the Service Manager and works alongside the existing Administrator Role.

Key Areas of Responsibility

- Client Service - Responsible for dealing with day to day queries and requests and supporting the Service Manager in providing a quality Client Service
- Finance – To assist in recording financial transactions and maintaining the organisation’s financial systems in line with the Centre’s standard processes and procedures as defined in the Quality Manual.
- Information Management - Maintain and update the centre’s databases to ensure accurate records are available. Ensure all relevant information and statistics are recorded and filed in line with agreed procedures.
- Learning and Development – Administer a comprehensive induction and training programme for volunteers, CA's and therapists
- Volunteers – To supervise and support the volunteers, recognising and utilising their skills where appropriate.
- Fundraising support – Support Income generation and fundraising activities. To support the collection data for the submission of bids and grants.
- To facilitate a consistent and effective flow of communication and reporting within the Centre. To assist as required in the maintenance of the website and social media presence.
- To assist in the external promotion of the Cancer Support Centre.
- In the absence of the Service Manager or Centre Manager, to provide office cover and deputise as required.

Experience

Essential

Experience of working in a team

Experience of working in a busy office

Experience using Microsoft Office applications and using database

Experience of working with people in an operational environment and liaising with external organisations and individuals

Desirable

Experience of communicating with a wide variety of people and organisations at all different levels

Knowledge of Cancer and the value of complementary therapies

Experience of using Social Media platforms

Required Capabilities

- Team working
- Organisational Skills
- Awareness of Financial Systems
- Communication Skills
- IT Skills – Able to use Word, Excel, Access and the centre's databases.
- Experience of the use of Social Media platforms
- Flexibility in working pattern.

Note:

- Employees are expected to comply with relevant legislation e.g. Health and Safety at Work Equal Opportunities and all other policies and procedures designated by the Board of Trustees.
- Employees are expected to be committed to the Centres vision, values and beliefs.
- Employees are expected to attend identified training to ensure their skills and abilities meet requirements of the Charity.
- Employees are expected to follow the procedures and policies of the Cancer Support Centre as detailed in the Quality Standards manual.
- This job description gives an indication of the general scope of the post and the post holder will be required to undertake any other duties required to meet the needs of the Charity. This job description will be subject to periodical review and updated to meet changing service needs.