# Job description

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| Job title: | Office and Finance Administrator |
| Reporting to: | Chief Executive Office |
| Responsible for staff/equipment: |  |
| Contract: | Permanent  |
| Salary: | £23,000 - £29,000 FTE |
| Location: | 14-15 North Parade, Frome, Somerset BA11 1AU Home working possible |
| Hours: | 18.75 hours per week |

We Hear You (WHY) is a charity providing low-cost and free professional counselling for children, young people and adults affected by cancer, life threatening conditions or bereavement in Somerset, Bath and North East Somerset, Swindon and Wiltshire.

We Hear You is an organisational member of the British Association of Counselling and Psychotherapy (BACP) and bound by its Ethical Framework for Good Practice in Counselling and Psychotherapy.

All members of staff at We Hear You are expected to embody our mission and values.

## Main purpose of the job

The post-holder is responsible for providing high-quality administrative and finance support across the charity and its trading subsidiaries ensuring our systems and processes can deliver effectively and efficiently.

## Key tasks and responsibilities:

### Client duties

* Work with the Service Administrator as one of the first points of contact for clients either by telephone, email, or face to face.
* Handle sensitively any enquiry from a client and accurately record data and requirements in our client database.
* Support the Service Administrator to manage the client waiting list and to cover for the Service Administrator as required.
* Maintain client data records in accordance with the Data Protection, Retention and Privacy Policy and client wishes.

### Financial duties / financial management

* Run payroll through the self-service payroll system and to be the main point of contact for queries relating to the payroll and HR system.
* Responsible for ensuring pension contributions are administered correctly.
* Ensure correct payments to HMRC.
* Raise invoices.
* Support bank reconciliation work.
* Maintain the charity asset register.

### Administrative duties / administration

* Lead the development and implementation of systems, shared tools and processes across key areas, including business operations and planning, HR, finance, and data management, to support WHY’s mission and strategic goals.
* Be the main point of contact for HR queries.
* Provide ongoing administrative support to the team, working particularly with the clinical team, as well as general office admin support where appropriate.
* Maintain and update the record of reviews and renewals for the charity and its trading subsidiaries, ensuring all deadlines are met.
* Produce publications, correspondence and documents as required.
* Maintain HR records including personnel records, holiday entitlement and issuing letters and contracts of employment.
* Responsible for the administrative aspects of recruitment and induction for trustees, directors, staff, and counsellors.
* Maintain policies and procedures, with support from managers and the CEO.
* Ensure all insurance policies are up to date, along with risk assessments of premises.
* Monitor all mandatory and discretionary training updates for all staff, forwarding and tracking attendance where necessary.
* Ensure the office environment operates with appropriate health and safety processes.
* Manage building and equipment repairs as necessary.
* Housekeeping of shared folder environment.

### General

The post-holder will be expected to:

* Keep up to date with best practice in the specific areas of the role.
* Adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring the health and safety of own and others at all times).

The post-holder will be expected to adhere to all organisational policies and ensure that all responsibilities and activities within their post are consistent with the terms and spirit of WHY’s mission, vision, values, policies and procedures.

The post-holder may be asked if they are able to represent the charity at events and external meetings which may require some evening and weekend working.

The post-holder will be expected to undertake any other duties commensurate with the post.

### Equal opportunities

We Hear You (WHY) is an equal opportunity employer and is fully committed to a policy of treating all its staff and job applicants equally.

WHY will take all reasonable steps to recruit, appoint, employ, develop and promote staff on the basis of their experience, abilities and qualifications without regard to the protected characteristics as specified in the Equality Act 2010.

The post-holder will be expected to implement We Hear You’s Equality and Diversity Policy in all aspects of their work.

### Safeguarding

This organisation is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.

## Person specification

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|  | Essential | Desirable |
| Experience |
| Experience of maintaining and updating records and collating data and other information |  |  |
| Experience of using and maintaining databases and websites |  |  |
| Knowledge, skills, and abilities |
| Good administration, financial and numerical skills |  |  |
| Strong IT/computer skills, including word, excel and outlook |  |  |
| Excellent communications skills – both written and verbal |  |  |
| Ability to plan and manage own time and workload |  |  |
| Ability to communicate verbally and in writing with a range of people including, funders, clients, supporters, contractors and other stakeholders |  |  |
| Excellent attention to detail and strong organisational skills |  |  |
| Ability to undertake a variety of administrative functions including correspondence, telephone enquiries and filing.  |  |  |
| Personal qualities and attitudes |
| To work as part of a team and on own initiative |  |  |