**JOB DESCRIPTION**

**Job Title:** Office Administrator

**Location:** Norwich

**Reporting to:** Manager/CEO

**Main Relationships:** Manager, CEO, Counsellors, Service Users, Families & Carers, Volunteers

**Job Summary**

To provide administrative support to both the Counsellors and Management Team to ensure the smooth-running of the charity.

You will support managers and counsellors through a variety of tasks related to organisation and communication. You will be able to communicate via phone and email ensuring that all administrative duties are completed accurately and delivered with high quality and in a timely manner.

**Responsibilities**

* Carrying administrative duties such as filing, typing, copying, scanning etc.
* Monitoring stationary levels and ordering office supplies.
* Covering the reception desk when required.
* Maintaining computer and manual filing systems.
* Maintaining accurate, up to date client records
* Provide information to internal colleagues or external enquirers.
* Handling sensitive information in a confidential manner.
* Taking accurate minutes of meetings.
* Coordinating office procedures.
* Replying to email, telephone or face to face enquiries.
* Develop and update administrative systems to make them more efficient.
* Resolve administrative problems.
* Receiving, sorting and distributing the post.
* Answering telephone calls and passing them on.
* Managing counsellor appointments.
* Coordinating repairs to office equipment.
* Greeting and assisting service users and their families to the centre.
* Photocopying and printing out documents on behalf of other colleagues.

**Requirements**

* Standard DBS check
* Proven admin or assistant experience
* Proficiency in MS Office
* Excellent Social Media and IT Skills
* Knowledge of office management systems and procedures
* Excellent time management skills and ability to multi-task and prioritise work
* Attention to detail and problem solving skills
* Excellent written and verbal communication skills
* Strong organisational and planning skills
* Able to work well as part of a small team
* Able to be flexible and very occasionally work outside of regular contracted hours

All Eating Matters staff will be expected at all times to operate within the Organisation’s Policies, particular in respect of:

* Equality and Diversity
* Health & Safety
* Risk Management
* Safeguarding
* Confidentiality

This job description sets out the main duties associated with this post. It is assumed that carrying out additional duties, which may be allocated from time to time by the Manager or CEO are not excluded simply because they are not itemised.

Duties of the post could vary from time to time as a result of new legislation, changes in technology or policy. In this event, appropriate training will be provided.