

## Organisation and Premises Administrator (part-time)

The Harbour is a small charity based in the centre of Bristol. Our vision is that everyone in Bristol has a safe space to talk and be listened to when they face death, dying and bereavement. Since 1991 we have offered counselling and psychotherapy services to people with a serious of life-threatening illness, their carers and loved ones, and people who have been bereaved. Since the Covid-19 pandemic we have transitioned from face-to-face counselling to offering these services remotely via video call and telephone.

Our response to the pandemic has required an organisational transformation in terms of how we use technology and digital services. We have invested in this area and we are now looking for an organised, efficient and friendly Organisation and Premises Administrator to co-ordinate and manage the digital systems we have created, and to manage the use of our premises.

You will have experience of managing digital systems and processes (eg. Office 365), and you will be passionate about how IT and digital services can enable people to do the best work they can. You will be highly organised and will bring a methodical, patient approach, as well as curiosity about our current systems and how they can be improved.

Above all, you will want to make a difference to people in Bristol who face death, dying and bereavement. If you want to join our friendly and committed team then we would love to hear from you.

To apply for the role, please contact us on [info@the-harbour.org.uk](mailto:info@the-harbour.org.uk) to request an application form.

For an informal conversation about the role please contact Sam Thomas (Chief Executive) on 0117 925 9348 or email [sam@the-harbour.org.uk](mailto:sam@the-harbour.org.uk).

## **ORGANISATION AND PREMISES ADMINISTRATOR (PART-TIME)**

**Hours:** 17.5 hours per week (0.5 FTE worked over 4 or 5 days)

**Salary:** £22,000 FTE (approx. £11,000 pro-rata)

**Contract type:** Permanent (subject to funding)

**Reports to:** Chief Executive

### **JOB DESCRIPTION**

#### **Organisation administration**

- Ensure the smooth running of The Harbour's office function and non-clinical administration.
- Co-ordinate and manage our digital systems, including:
  - Respond to day-to-day IT queries from staff and volunteers.
  - Manage relationships with digital services and support contractors (eg. IT support, web / CRM developers etc).
  - Manage accounts across digital services (FB, Instagram, Canva, google, Twitter, web host etc).
  - Administer The Harbour's Intranet (Office 365), CRM (CiviCRM), and website (WordPress).
- Co-ordinate and manage our HR systems and processes, including:
  - Co-ordinate the induction and orientation of new staff and volunteers.
  - Co-ordinate DBS checks for staff, trainees, and volunteers.
  - Co-ordinate our annual leave and TOIL processes and records.
  - Assist with updates to policies and procedures as required.
  - Maintain our subscriptions and membership schemes (eg. Insurance policies; BACP membership etc).
- Provide supportive and effective line management to the Clinical Administrator and the Finance Administrator.

#### **Premises management**

- Manage the day-to-day use of The Harbour's premises by staff, volunteers, and clients.
- Co-ordinate maintenance work and improvements to the building.
- Manage relationships with utilities suppliers and contractors.

#### **KEY RESPONSIBILITIES**

- Manage all aspects of our non-clinical administration, including:
  - Our digital infrastructure and IT (including Office 365, CiviCRM, Wordpress, Zoom).
  - Relationships with suppliers and contractors.
  - Storage and management of information across the organisation.
  - HR processes (eg. Annual leave records; TOIL; DBS checks).
- Manage the safe use of our premises by staff, volunteers, and clients, and co-ordinating maintenance work on the building.

- Line manage The Harbour's Clinical Administrator and Finance Administrator, and represent the administrative function of the organisation in internal meetings.
- Manage our IT and Office management budget, reporting to CEO on expenditure.
- Be the first point of contact for staff queries about:
  - Our premises.
  - Our information management systems (Office 365 and CRM).
  - HR information such as annual leave allowance; TOIL; DBS checks etc.

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

## **PERSON SPECIFICATION**

### **Qualifications**

- Educated to A-level or equivalent.

### **Essential qualities**

- Curious about organisational systems and processes, and passionate about how they can support our service.
- Highly organised, with the ability to manage multiple projects and meet tight deadlines.
- Approachable and supportive, and assertive when required to be with colleagues, partners and suppliers.
- A team player, enthusiastic about playing a key role in supporting staff to deliver the best service they can.
- A self-starter with the ability to use initiative and judgement to identify problems and propose solutions.
- An active listener who is open to understanding other people's views and experiences.

### **Skills and knowledge (essential)**

- Excellent understanding of digital services and IT hardware and software, and how organisations can use them.
- Experience of managing organisational administration.
- Excellent time management and organisational skills including the ability to prioritise work and meet tight deadlines.
- Good verbal and written communication skills, with the ability to support colleagues and help them use digital services more effectively.
- Experience of line management.
- Excellent interpersonal skills.
- Ability to work independently and manage own workload and others.

**Skills and knowledge (desirable)**

- Use of CiviCRM.
- Experience of working with people experiencing distress and / or illness/bereavement.

**RECRUITMENT PROCESS**

To apply for the role please email [info@the-harbour.org.uk](mailto:info@the-harbour.org.uk) requesting an application form.

For an informal conversation about the role please contact Sam Thomas (Chief Executive) on 0117 925 9348 or [sam@the-harbour.org.uk](mailto:sam@the-harbour.org.uk)

**The deadline for applications is 9am on Monday 16<sup>th</sup> November.**

Interviews will take place on Zoom during w/c 23<sup>rd</sup> November.