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[www.stmargaretscentre.co.uk](http://www.stmargaretscentre.co.uk)

*Registered Charity No. 1160900*

**Job Description**

**Job Title:** Administrator (Fixed term 2 years to start in April 2024)

**Hours:**  12 hours/week. Monday–Wednesday-Friday 10am–2.00pm

**Responsible to:** Centre Manager / Deputy Manager

**Accountable to:** Board of Trustees

**Salary:** National Living Wage £11.44 p/h

**Background:**

St Margaret’s Centre (SMC) [www.stmargaretscentre.co.uk](http://www.stmargaretscentre.co.uk/) is a registered charity operating as an activity and training hub for adults in County Durham who need support with their mental wellbeing. The main aim of the Centre is to improve the health and wellbeing of the community of County Durham by providing a safe, therapeutic environment for people to regain their confidence, motivation and self-esteem while learning new skills and meeting new friends.

The Centre has been operating since 1991 and currently supports 400 people. We have 7 members of staff and are overseen by a board of 12 trustees. Much of our funding comes from a contract with Durham County Council through the Durham Mental Wellbeing Alliance [https://www.durhammentalwellbeingalliance.org](https://www.durhammentalwellbeingalliance.org/), which we supplement through income-generating ventures such as our community café, workshop and craft shop, as well as fundraising, grant applications, and donations.

**Role Summary**

In the last two years demand for St Margaret’s Centre’s services has soared, and we are seeking an experienced Business Administrator to support staff to support the smooth running of the centre and meet the needs of our attendees. A positive, friendly attitude and an understanding of mental health is essential, as well as competency with Microsoft Office.

**Responsibilities to include:**

* Promoting the good reputation of St Margaret’s Centre by demonstrating a positive and professional attitude towards attendees, volunteers, staff, visitors and others
* Handling incoming calls, taking messages and following through where required
* Contacting new referrals via phone, email, and text message to schedule visits and appointments
* Assisting coworkers with administration tasks where required
* Using Microsoft applications such as Outlook, Word, Excel, and SharePoint
* Accurately inputting data into computerised systems, databases and spreadsheets and processing and retrieving data as necessary
* Liaising with staff, stakeholders and other agencies to share information where appropriate, ensuring that St Margaret’s Centre procedures for data protection and confidentiality are correctly followed
* Taking and distributing accurate minutes of meetings
* Carrying out data entry for the receivable and payable invoices on Sage 50 Accounts (in-house training will be provided), and assisting with the reconciliation of accounts
* Ordering and maintaining stocks of relevant stationery and supplies with the agreement of the Deputy / Finance Manager, ensuring value for money
* Maintaining high levels of confidentiality at all times
* Maintaining the office filing / archiving system in both hard and electronic format
* Contributing to the organisation of events and promotional material such as presentations, social media campaigns, and the centre’s website
* Keeping up to date with training opportunities
* Actively participating in staff meetings

**Role Requirements**

* Understanding of mental health and wellbeing, learning disabilities and physical disabilities
* Empathetic towards individuals with a range of support needs, and a friendly, non-judgemental, supportive, and motivating attitude
* Working knowledge of MS Office and basic IT, including good word processing skills and competency with Excel.
* Educated to GCSE level or equivalent including Maths and English
* Ability to accurately input and check data, with attention to detail
* Excellent oral and written communication and listening skills
* An organised, calm, and proactive approach, including an ability to work on own initiative as well as part of a team
* Flexibility and a willingness to adapt to changing needs and environments

Support and training will be provided, and we welcome applications from individuals from all backgrounds. Shortlisted applicants will have the opportunity to visit the centre to discuss the role prior to interview.

A Disclosure and Barring Service (DBS) check will be required for this role. Please contact us to discuss any concerns you may have regarding this.

To discuss this role further, please contact [stmargarets91@hotmail.com](mailto:stmargarets91@hotmail.com)