

Headway East London  
Bradbury House  
Timber Wharf  
238-240 Kingsland Road  
London E2 8AX

Tel: 020 7749 7790  
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October 2018

Dear Applicant,

**Re: Senior Administrator**

Thank you for your interest in the above vacancy with Headway East London. All the information you need about Headway East London can be found on our website [www.headwayeastlondon.org](http://www.headwayeastlondon.org) and our blog <http://headwayblog.blogspot.co.uk>.

The starting salary for this position is **£23,176.89**. The job description and person specification are attached. In order to apply you will also need the following documents, which can be downloaded from the website or sent to you in the post on request:

- Application form
- Ethnic monitoring form

**Please ensure you address the requirements as laid out in the job description and person specification** when completing page 4 of your application and ensure all other sections of the form have been completed. Incomplete applications will not be considered and CVs will not be accepted.

Please send your completed application to [recruitment@headwayeastlondon.org](mailto:recruitment@headwayeastlondon.org) by **9am on Friday 19<sup>th</sup> of October 2018**. If you would like further information about the role, please get in touch (my email and number are below). Interviews are scheduled to take place on week commencing Monday **29<sup>th</sup> October 2018**.

If you have not heard from us by the **end of November**, please assume that your application has not been successful.

Yours faithfully,

Sean Kinahan  
Deputy Director of Services  
Email: [sean.kinahan@headwayeastlondon.org](mailto:sean.kinahan@headwayeastlondon.org)

Tel: 020 7749 7790

## Job Description

<b>Job Title:</b>	Senior Administrator
<b>Service/Dept:</b>	Administration
<b>Line Manager:</b>	Deputy Director of Services
<b>Based at:</b>	Headway East London
<b>Hours:</b>	Full-time (35 hours)
<b>Salary:</b>	£23,176.89 per annum
<b>Contract:</b>	Permanent

## Background

Headway East London (“Headway”) is a charity supporting people affected by brain injury. Working across 13 London boroughs we offer specialist services for survivors and their family. We offer therapies, advocacy, family support and community support work alongside our day service: a community venue where people can make the most of their abilities and interests. We believe that every one of our members has something to contribute to both Headway East London and the wider community.

## Main Purpose of Post:

To carry out office management, reception and administrative tasks; ensuring the efficient day-to-day operation of the organisation.

Maintain responsibility for specific administrative tasks to support services.

## Summary of Key Responsibilities & Duties

### General Duties

1. Answer and manage phone inquiries from survivors of brain injury, their families and carers, and health and social care professionals.
2. Greet Day Service members, volunteers and visitors
3. Manage the Day Service registers, the organisation’s online calendars and maintain relevant databases and spreadsheets
4. Book and cancel Day Service member transport as required
5. Manage mail including opening incoming mail, and franking and posting outgoing mail, distributing faxes and dealing with courier deliveries
6. General filing and document scanning
7. Undertake a regular stocktake of office, kitchen and janitorial supplies; purchase, receive and store supplies, ensuring that basic supplies are always available

8. Provide administrative support to members of the Management Team as required

### Specific Duties – Support to Service Managers

9. Process all referrals to the organisation ensuring:
  - a. All relevant information is complete and referrals are acknowledged
  - b. The referral meets the organisation's basic referral criteria
  - c. The relevant database and spreadsheets are updated and online files created, with meticulous attention to detail
  - d. Follow up with referrers to gather missing / more information as required
  - e. Inform appropriate staff of progress and take a lead in referral meetings
10. Draft and send general information letters to members of Services, notifying them of waiting list times, other supports available, centre opening and closing dates and other relevant information
11. Oversee the administration of organisational database systems (including Charitylog)
12. Assist with the evaluation of services, including assisting drafting, administering, compiling and reporting on service surveys
13. Track, compile and report on service transportation related issues, and communicate with & attend relevant meetings with transport agencies

### Other Duties

14. Provide administrative support to members of the senior management team, including minuting Board of Management meetings
15. Attend administration, staff and other relevant meetings as required
16. Any other duties that may reasonably be required

*This job description outlines the current main responsibilities of the post, however, the duties of the post may change and develop over time and the job description may be amended in consultation with the post holder.*

## Person Specification – Senior Administrator

Essential	Desirable
<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>1. At least two years' experience in an administration position</li> <li>2. Experience of using and maintaining databases Experience of working as part of a team of staff and volunteers</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience of using the database software CharityLog</li> <li>2. Experience of working in a health, social care or third sector environment</li> <li>3. Experience of working with people who have physical, cognitive and / or communication difficulties</li> </ol>
<p><b>Skills, Knowledge and Abilities</b></p> <ol style="list-style-type: none"> <li>3. Strong computer literacy including good working knowledge of Microsoft Office particularly Word and Excel and of Office 365</li> <li>4. Strong oral and written communication skills</li> <li>5. Excellent literacy and numeracy skills</li> <li>6. Good organisational, time management problem solving and prioritising skills</li> <li>7. Knowledge of data protection legislation in relation to confidential information</li> <li>8. Ability to self-motivate</li> <li>9. Ability to take initiative</li> <li>10. Ability to learn and adapt quickly</li> <li>11. Ability to work under pressure and remain calm in stressful situations</li> <li>12. Ability to be empathic with others' situations</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge of Acquired Brain Injury and its effects</li> <li>2. Experience with undertaking surveys / evaluations</li> </ol>
<p><b>Other Requirements</b></p> <ol style="list-style-type: none"> <li>13. Awareness of own competency level and ability to seek appropriate help when appropriate</li> <li>14. Personally and professionally responsible</li> <li>15. A commitment to team working</li> <li>16. Flexible, adaptable and reliable</li> <li>17. A commitment to equal opportunities</li> <li>18. 4. A commitment to team working</li> <li>19. Sense of humour</li> </ol>	