



Temporary Administrator: Job Overview

Job Title:	Administrator
Reporting to:	Office Coordinator
Hours:	Full Time 37.5 Hours per week
Leave:	28 Days per year + 8 days Bank Holidays pro rata
Salary:	£20,000 per year pro rata
Contract Length:	Fixed Term 3 Months (immediate start)

Job Purpose: To assist the Office Coordinator with the relocation of Groundswell's offices to a new central London location and offer general administrative support to the Groundswell Team. The relocation is scheduled for March 2018 and the role of Temporary Administrator will be key in ensuring that the move goes smoothly and that the Groundswell team move to their new home with as little disruption to service delivery and operations as possible. The role will include liaising with contractors, suppliers, staff and volunteers and will require a high level of organisational skills.

As a member of the Admin Team you will be the first point of contact for staff, volunteers and visitors. Receiving telephone calls, greeting visitors and performing general admin duties to ensure Groundswell's busy head office runs smoothly and efficiently. This role calls for someone with a positive, can-do attitude, good communication and excellent organisational skills.

Job Context: Groundswell's busy office in Vauxhall receives a steady stream of visitors including partners, funders and clients. The admin team provide the first point of contact - ensuring the reception area is kept tidy and welcoming and receiving all deliveries to the premises. The Temporary Administrator will play a crucial role in planning, organising and facilitating the process of the office move.

Groundswell

Groundswell is a registered charity that exists to enable homeless and vulnerable people to take more control of their lives, have a greater influence on services and to play a fuller role in our community.

Our work is based around a set of core beliefs that see homeless people at the heart of solutions to tackling homelessness. Our largest area of work is around health and homelessness with peer volunteers accompanying homeless people to health appointments.

We operate from a busy, inclusive office with 20 staff along with around thirty volunteers. In 2016 we celebrated our 20th birthday and were declared 'Overall Winners' of the Kings Fund GSK Impact Award.

Our Work

Homeless Health Peer Advocacy - HHPA

HHPA offers one-to-one support to people experiencing homelessness to make and attend health appointments. Focused on practical support, such as paying travel fares, reminders and accompaniment to appointments; also on building the skills, confidence and knowledge to enable clients to continue to independently access services. With the support provided by peer advocates - who are volunteers with personal experience of homelessness.

HHPA Delivery. With a team of around thirty peer advocates we deliver over 3,500 engagements across nine central London boroughs. We are currently exploring opportunities to extend this work across England.

HHPA Plus is a new Groundswell project aimed at providing homeless people in London with peer support to access mental health services, and training to build confidence and wellbeing independently. Additionally HHPA has specialist projects focusing on Hepatitis C, tuberculosis and hospital discharge.

Insight & Action

Groundswell engages in a range of *Participatory Action Research* (PAR) tools to gain insight into the realities of homelessness and deliver positive social change. PAR is research *with* people rather than research *on* people. As a research approach, it is not just concerned with collecting data but also with processes of empowerment and transformation.

We have been funded by Trust for London to run a project that discovers and shares cutting-edge insight into the health inequalities faced by people experiencing homelessness in London; and crucially, to develop achievable solutions to reduce health inequalities for homeless people and make vital savings to public money.

Groundswell's Core Beliefs

We believe:

1. **The whole community benefits when we effectively tackle homelessness and social exclusion.**
2. **We believe in people!** People are society's most valuable resource, and everyone has the capacity to make a contribution.
3. **There is no Them & Us – only Us!** Groundswell brings everyone together to create genuine solutions to homelessness.
4. **Participation works!** Supporting homeless people to participate creates more effective services and policy - and crucially enables people to move **out of homelessness**.

Job Tasks

MAIN RESPONSIBILITIES AND TASKS

Relocation Support

- Create comprehensive supplier and equipment inventories.
- Research/source quotes from suppliers, utilities and removal companies.
- Attend site meetings at the new premises.
- Coordinate recycling and or removal of equipment.
- Assist with the packing and de-clutter process.
- Order new business stationary.

General Reception Duties

- Answering the telephone, transferring calls and taking messages.
- Check answer machine and share messages as appropriate.
- Answer door buzzer and receive visitors to Groundswell's offices.
- Ensure that all visitors and contractors have signed in.
- Replenish the staff signing in sheets.
- Offer hospitality to visitors.
- Keep the reception area neat and orderly.
- Create and display notices as directed.
- Remove out of date info from notice boards.

Admin Support

- Deal with enquiries via post and email as directed.
- Create signage for the office and events.
- Check the Groundswell general enquiries email inbox and deal with requests.
- Input data into Salesforce as directed by the Office Coordinator.
- Photo copy and scan as requested.
- To photocopy forms and ensure sufficient stocks of paperwork for volunteer projects.
- Prepare outgoing post.
- Sort and distribute incoming post.
- Prepare labels and envelopes for mailings.
- Maintain stationary stock levels.
- Maintain refreshment stock levels.

Event and Meeting Support

- Assist in the delivery of external events across London, including Health Promotion sessions, training sessions, research visits, Away Days, Graduation and other events, if necessary outside normal office hours.
- Research travel and external event bookings.

- Support with room prep for internal and external meetings.

General Duties

- To foster a co-operative and supportive team.
- To represent Groundswell in an appropriate manner.
- To participate in training as agreed and in regular supervision and appraisal with your Line Manager.
- To undertake other work as agreed with your Line Manager.
- To promote equal opportunities in all areas of work.

Person Specification

	ESSENTIAL <i>(Could not do the job without these)</i>	DESIRABLE
Experience and Knowledge	<ol style="list-style-type: none"> 1. Experience of general administration tasks and reception work within a busy office environment. 2. Ability to communicate effectively and professionally in person and in writing. 3. Excellent telephone skills and the ability take detailed messages and signpost individuals appropriately and triage calls. 	<ol style="list-style-type: none"> 4. Experience of assisting with and/or coordinating an office relocation.
Skills and abilities	<ol style="list-style-type: none"> 5. Experience and using Microsoft Outlook and Word and confident using the internet for research. 6. Experience of creating and using spreadsheets using Microsoft Excel. 7. Experience managing and creating calendar invites. 8. Capable of multi-tasking and prioritizing on tight deadlines 9. Excellent organisational skills. Detail orientated and methodical approach to completing tasks. 	
Behaviors	<ol style="list-style-type: none"> 10. Ability to demonstrate a high degree of self-motivation and commitment. 11. Understanding of and support of Groundswell's core beliefs. 	<ol style="list-style-type: none"> 12. Personal or work related experience of the issues relevant to homeless people.

Application Process

1. Application

To make an application, please submit your **CV** along with a **cover letter** which explains:

- how you meet each of the areas outlined in the Person Specification above **and**
- why you are interested in doing this job.

The deadline is **6pm on Tuesday 16th January 2018**. Please submit by email to Katie Langford on Katie.Langford@groundswell.org.uk

2. Interviews

Interviews will be held on **Monday 22nd January 2018**.

3. References

Two references will need to be taken up before a job offer can be made. Please include reference details in your application. One should be your current or most recent employer, and the other someone who has known you in a professional capacity for at least two years. We will not contact any referees before the interview and only after you grant consent.

Many thanks for taking the time to look into this role –it is an exciting opportunity and we hope you will consider applying.

If you would like to discuss this role before applying then please contact:

Groundswell's Office Coordinator: Katie Langford, on 03000 039 600 or Katie.Langford@groundswell.org.uk.

- To shortlist for interview we score people based on whether they have the skills outlined in the person specification and the experience relevant to the role they are applying for. Please **include enough details** in your personal statement for us to be able to do this

Groundswell

Registered as Groundswell Network Support UK

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Charity number: 1089987