

Office Assistant

Job Description & Person Specification

Salary: £23,000 per annum.

Contract: Permanent contract.

Hours: 9am-5pm, Monday to Friday. Some evening and weekend work may be required for which time in lieu will be given. We have a generous annual leave allowance of 25 days annual leave plus bank holidays (pro rata for part time team members). We close between Christmas and New Year which doesn't come off your allowance.

Location: This role is based at our hub; Unit G, Queen's Road, Barnet, EN5 4DJ.

Pension Contribution: 5%

About Sebby's Corner

Sebby's Corner is based in Barnet, EN5 and our aim is to ensure that no child goes without basic essentials. We supply items such as clothing, nappies, formula and baby equipment to local families living in poverty. Families in need get referred to us by social workers, health visitors, family support workers, midwives and other professionals. We work with almost 400 different referral partners across 200 different organisations. Families can either come into our hub for a "shop experience" or referrals are packed by our volunteers for collection. We've supported 700 families from January to September this year.

We understand that different families have different needs so our services are tailored to each family. We can also offer school uniform support and we also have a Birthday Club that ensures that a child who would otherwise go without has a gift, cake, balloons and decorations to celebrate their special day.

At Christmas, we host a Grotto where parents can come and choose a gift for their child at no cost. In 2022, we supported over 1,100 children with 3,264 Christmas presents.

It is an exciting time to join Sebby's Corner. We recently moved to our brand new hub and the families we support now come into our hub to choose the items they want themselves. It is an incredibly rewarding place to work and we would love you to be part of it.

About this role

We are seeking to hire a self-motivated and enthusiastic Office Assistant to join our team. This is a fantastic opportunity to join a new but fast-growing charity serving families in need across Barnet, Herts and Greater London and help change the lives of vulnerable children and their families.

Reporting to the Operations Manager, they will be the first point of contact for Sebby's Corner and ensure the smooth running of the organisation. The ideal candidate will have receptionist or administrative experience, be highly organised and have a can-do attitude. They will have a passion for helping vulnerable young children and their families.

We are a new and rapidly growing charity. We want the postholder to bring along their own experience and ideas to help shape the future of Sebby's Corner.

Main responsibilities

- ✓ Provide outstanding customer service and a warm welcoming environment at all times. This will include greeting families on arrival, welcoming volunteers, accepting deliveries and accepting donations from the general public.
- ✓ Answering telephones and handling all general enquiries. Being the first point of contact for all Sebby's Corner enquiries.
- ✓ Replying to offers of donations/support on social media and on our info@ email address, checking what is needed before responding.
- ✓ Contacting families to confirm appointment times.
- ✓ Supporting our Hub Manager in packing referrals for our families during busy periods.
- ✓ Supporting the team in administrative tasks, e.g. printing referrals for volunteers to pack, updating our inventory system.
- ✓ Liaising with Hub Manager to ensure that we are always well-stocked:
 - ✓ Purchasing items that we are running low on, ensuring that we are always getting the best value for money
 - ✓ Adding items to our Amazon wishlist
 - ✓ Updating our social media with items that we need
- ✓ Keeping stock of office supplies and reordering when necessary e.g. letterhead, business cards.
- ✓ Selling items that have been donated which we can't give out to families.
- ✓ Registering new referral partners and organisations on our database.
- ✓ Preparing mailouts to families for our Christmas scheme and School Uniform scheme.
- ✓ Ensuring the database is kept up to date with gift in kind donations and supporter details. Full training will be given – no prior knowledge is required.
- ✓ Processing any offline donations and thanking the donors, paying in cheques/cash as appropriate.
- ✓ Administrative support of volunteer and fundraising events. Assisting at events as required.

Person Specification

Essential

- Excellent verbal communication skills. A key part of this role is customer facing. This role requires you to be polite and courteous when conversing with the public and warm and empathetic when greeting and supporting our families.
- Extremely organised. Our hub is a busy environment and our current team all work different days. You will be our go-to person and will bring consistency, reliability and be up to date on all the comings and goings. You will be able to manage your workload effectively, prioritising work and adopting a flexible can-do approach to the changing demands of the service.
- Confident in all aspects of Microsoft Office 365 (Outlook, Excel, Word). You will be competent when using the IT systems and ability to maintain electronic records in accordance with statutory requirements and data protection policy. Able to manage sensitive data.
- Excellent written communication skills.
- Ability to establish and maintain effective working relationships both within Sebby's Corner, other organisations and service users.
- Ability to work independently using own initiative and as part of a team.
- Has knowledge of and passion for our work.
- Willingness to undergo DBS check

Desirable

- Knowledge of the charity sector
- Full, clean driving licence

Notes

- The above is not an exhaustive list of duties and the postholder will be expected to perform different tasks as necessitated by the changing role within the organisation and the overall objectives of the organisation, as deemed reasonable and requested by the postholder's line manager, Hub Manager or CEO.
- The postholder will also be expected to provide cover for colleagues as directed by the line manager.
- The postholder will have access to confidential data on service users within Sebby's Corner. Failure to maintain confidentiality will lead to disciplinary action, which could ultimately lead to dismissal.

To apply, please email a CV and cover letter to info@sebbyscorner.co.uk.

Applications close Tuesday 31st October 2023 at 5pm. Applications will be assessed on a rolling basis.