

ROLE	Senior Administration Officer
STATUS	Full-time (based at the head office in Bolton)
HOURS	37.5 hours/week
RESPONSIBLE TO	Trustees
SALARY	£23,000 (minimum) + benefits (negotiable depending on experience)

THE ROLE

Support the trustees and daily operation of Ummah Welfare Trust by providing administrative support to the chairman, managers. Also help maintain office systems and providing assistance in wide regulatory and employment issues.

GENERAL DUTIES

- Draft, type and dispatch reports, letters, agendas and minutes/records of meetings.
- Use appropriate IT resources to aid presentations, meetings and reports.
- Coordinate, distribute and collate relevant documentation to all departments as required.
- Observe a code of strictest confidentiality at all times.
- Service trustees and other operational meetings as required.

Administration

- Provide day to day admin support like arranging meetings, managing correspondence with relevant individuals or organisation as directed by the line manager.
- Assign and monitor administrative and secretarial responsibilities and tasks to the Administrative Support Assistants as required.
- Streamline processes, ensuring the administration functions work as efficiently as possible.

Communication

- Collate correspondence (e-mail, telephone and written) from internal and external sources.
- Handle enquiries and complaints from internal and external stakeholders.
- Facilitate communication between Head Office and the wider offices. Streamline processes, ensuring the administration functions work as efficiently as possible.

Other Duties

- Facilitate monthly trustees meetings on behalf of the chairman and service these as required.
- Facilitate managers meetings or other meetings as required by trustees and managers including taking notes of such meetings.
- Organise training as directed by the line manager and other managers.
- Facilitate annual gathering of volunteers and staff, and other such events.
- Facilitate annual regulatory returns and communication with regulators as required.

PERSON SPECIFICATION

Qualifications

- Minimum A Levels or experience to an equivalent level.

Experience

- Supervising administration work.
- Partnership working and liaising with other agencies.
- organisations or businesses Management of organisational resources.
- Operation and management of networked IT systems and phone system.

Knowledge

- Understanding of and commitment to the ethos and objectives of Ummah Welfare Trust.
- Understanding of Health and Safety and safe working practices.
- Understanding of finance, budgets and accounting.
- Understanding of the importance of monitoring and recording.

Skills and Competencies

- Ability to design and implement effective processes and procedures.
- Good communication skills.
- IT skills –Word, Excel and Outlook.
- Ability to plan, prioritise and manage own workload.
- Ability to work to deadlines.
- Ability to identify training needs and to implement training and development opportunities.
- Ability to arrange agreements with external customers.
- Ability to monitor performance to ensure quality of service and high standards in the delivery of UWT's work.

Attributes

- Confident, Approachable, Highly motivated, Team worker, Flexible and adaptable to different situations and Able to travel efficiently as required.

This post is subject to a Disclosure and Barring Service (DBS) check.

To apply for this role, email your CV and Covering Letter to vacancies@uwt.org. The closing date for applications is **31st October 2019**. For more information or discussion about the role contact: 01204 661048.