



## Job Description

<b>Job title:</b>	Admin and Finance Assistant
<b>Funded by:</b>	Full cost recovery of Brigstowe services
<b>Hours:</b>	22.5 hours per week (part-time)
<b>Responsible to:</b>	Office Manager
<b>Responsible for:</b>	N/A
<b>Location:</b>	The Old Co-op, Chelsea Road, Easton, Bristol, BS5 6AF
<b>Purpose of the job:</b>	<ol style="list-style-type: none"><li>1. Administration</li><li>2. Finance administration</li><li>3. Supporting Information technology</li><li>4. Peer Support Group administration</li><li>5. General duties</li></ol>

## Background

Brigstowe's vision is a world in which people living with HIV live long, healthy lives, free of stigma, prejudice, poverty and discrimination. We are a small but dynamic organisation with a strong emphasis on service user involvement.

## **Duties and responsibilities:**

### **1. Administration**

- 1.1 To provide a reception service, dealing sensitively and efficiently with all contacts in person, by e-mail, letter and phone (we will provide training on the needs of people living with HIV to enable you to carry out this front-of-house role effectively).
- 1.2 To deal appropriately with all incoming communications, escalating, re-directing or replying to them as appropriate, including taking referrals for new service users.
- 1.3 To develop, implement and maintain appropriate administrative procedures and systems to meet the needs of the organisation.
- 1.4 To assist with the maintenance and quality assurance of data collection and recording processes.
- 1.5 To assist in organising and preparation of activities/events/meetings as required.
- 1.6 To assist in maintaining adequate stocks of office supplies, ordering further supplies as necessary.
- 1.7 To assist in keeping administrative systems up to date.
- 1.8 To provide occasional administrative support to other staff.

### **2. Finance**

- 2.1 To assist in processing all financial paperwork, including incoming and outgoing invoices and expenses, in accordance with the organisational policies and procedures.
- 2.2 To input invoices, other payments, and income remittances onto Quickbooks (online accounting system).
- 2.3 Record Petty Cash movements and balance the account.
- 2.4 To assist in checking the PayPal balance and transfer every month.

### **3. Information technology**

- 3.1 To support IT changes and upgrades.
- 3.2 To be the first point of contact for any IT problems and liaise with our IT agency when appropriate, with support from the Office Manager as required.
- 3.3 To maintain an inventory of hardware and software.

### **4. Peer Support Group**

- 4.1 To assist in preparing and organising events for the Peer Support Group in partnership with Terrence Higgins Trust (partner agency).
- 4.2 To assist with monitoring and evaluation of the Peer Support Group making sure outcomes are available for reporting.
- 4.3 To take bookings and collate feedback for events and workshops.

### **5. General**

- 5.1 Encourage involvement of clients in all opportunities offered by Brigstowe including: exchange of information; volunteering; service development; recruitment; voice and influence; and governance.
- 5.2 Work alongside other staff to carry out appropriate administrative tasks in support of their own work and the teams. Maintain effective monitoring systems relevant to the role.
- 5.3 Participate in regular supervision, staff meetings, staff training and development events and undertake training opportunities to carry out the role in the most effective manner.
- 5.4 Be aware of and adhere to all relevant financial procedures and regulations of Brigstowe and to report any discrepancies either on the part of the post-holder or others to the manager immediately.
- 5.5 Safeguard the confidentiality of all personal and organisational information including information relating to staff, volunteers, trustees and clients. Ensure that all personal data is held in accordance with General Data Protection Regulations (you will receive training on this).

- 5.6 Work towards promoting equity and valuing diversity and inclusion in relation to everyone you have contact with, including clients, colleagues, volunteers and other professionals.
- 5.7 In line with Brigstowe policies and local authority Adult and Children's Safeguarding Boards, ensure that clients are safeguarded by recognising, responding to and reporting any concerns of abuse or neglect (you will receive training on this).
- 5.8 Work with interpreting services as and when appropriate.
- 5.9 At all times to carry out responsibilities within the framework of Brigstowe's policies and procedures.
- 5.10 Be a good team player and work constructively with colleagues, trustees and volunteers in all aspects of your work.
- 5.11 Be prepared to work evenings and weekends as the role requires. You will be given advance notice and a suitable arrangement agreed with your manager.
- 5.12 Take responsibility for ensuring your own safety and not endangering that of others, in line with statutory and organisational requirements.
- 5.13 Undertake any other duties which may reasonably fall within the scope of the post.

## Person specification

Requirements	Essential	Desirable	How Assessed
<b>Experience</b>			
Administrative support, including setting up and maintaining office systems.	✓		Application, interview
Dealing effectively and sensitively with enquiries from people from diverse backgrounds.		✓	Application, interview
Organising meetings and events.	✓		Application, Interview
Dealing with financial systems and paperwork, including handling cash.	✓		Application, Interview
Use of QuickBooks.		✓	Application
Resolving IT issues		✓	Application, interview
<b>Skills/Abilities</b>			
Excellent interpersonal and customer service skills and an ability to communicate with compassion	✓		Application, interview
Excellent IT skills with good working knowledge of Microsoft Office (especially Excel).	✓		Application, Interview
Confident numeracy, written and verbal communication skills in English.	✓		Application, interview
Excellent organisational and administrative skills, including prioritisation of tasks and time management.	✓		Application, interview
Good work rate and level of accuracy.	✓		Application, interview
Resourceful with a flexible approach to work.	✓		Application, interview
An awareness of the issues that affect people with complex needs.		✓	Application, interview
<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>How Assessed</b>

<b>Skills/Abilities (cont.)</b>			
An understanding of the importance of confidentiality.	✓		Application, interview
<b>Personal Attributes</b>	<b>Essential</b>	<b>Desirable</b>	<b>How Assessed</b>
A commitment to working within Brigstowe's service delivery ethos of respect, empowerment and inclusion.	✓		Application, interview
Excellent attention to detail and organisation skills.	✓		Application, interview
A commitment to identifying problems and finding solutions by reflecting on professional practice with the aim of continuous development.	✓		Application, interview
Willingness and ability to carry out all tasks in line with Brigstowe's policies and to uphold these at all times.	✓		Application, interview
Ability and willingness to work at weekends and evenings when required.	✓		Application, interview