

<p style="text-align: center;">JOB DESCRIPTION</p>	 	
<p>JOB TITLE</p>	<p>Operations and Finance Administrator</p>	
<p>REPORTS TO</p>	<p>Service Development Manager</p>	
<p>LOCATION</p>	<p>Thirsk</p>	
<p>SALARY SCALE</p>	<p>£16000</p>	
<p>WORKING HOURS</p>	<p>Full Time</p>	
<p>JOB PURPOSE</p>		
<p>The Trustees of The Clock and Thirsk Community Care are working together to identify the best way of providing services for local people. All aspects of both charities have been scrutinised and it has been agreed to work towards forming one charity. There is still a lot of work to complete before this happens but in the meantime Abigail Homer will be CEO of both and this role has been created to work across both charities.</p> <p>To be the first point of contact for Thirsk Community Care and assist the Service Development Manager with day to day operational and organisational tasks. This will include assisting with daily accounting and administrative duties and some marketing support.</p>		
<p>Key Responsibilities</p>		
<p>Reception/Administration Support</p> <ul style="list-style-type: none"> • To provide reception duties and ensure that all visitors are welcomed in a friendly and professional manner • To greet clients and connect them with initial advice and support • To respond to phone calls and email enquiries in a timely manner and direct onwards as appropriate. • To develop and maintain up to date information and administrative systems in conjunction with the Senior Management Team so that the organisation can deliver to its client group and provide accurate reporting information to its funders. <p>Finance Support</p> <ul style="list-style-type: none"> • To provide assistance to the Service Development Manager in processing bills for 		

payments.

- To assist the Service Development Manager with invoicing and tracking and resolving accounting issues.
- To process expenses sheets and payments from staff and volunteers.

Marketing Support

- To work with staff to ensure there is up to date, relevant marketing material to promote services.
- To work with the staff to provide copy for Thirsk Community Care and The Clock's publications, blogs, website etc
- To work with staff to ensure that TCC has a presence on social media and is able to promote its service widely

General

- To provide cover for the Car Scheme Coordinator when required
- Always uphold the values and good name of both organisations
- Represent the organisation in a way that is consistent with its philosophy and ethos and within Thirsk Community Care and The Clock's Code of Conduct
- Work flexibly within a team setting, liaise with other workers as necessary and as appropriate to provide cover for holidays and staff absence.
- Work within both organisation's Health and Safety policy and guidance to ensure your own health and safety and that of others at all times.
- Be involved in the wider work of the organisation, including staff cover, and communication of services, team meetings and events
- Ensure the service is delivered in a culturally sensitive way for all service users and volunteers including challenging stigma and discrimination.
- Observe the organisations equal opportunities, confidentiality, data protection policies, complying with GDPR requirements at all times
- Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures.
- Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

Person Specification	
QUALIFICATIONS	
Desirable	
GCSE Maths and English at grades A-C or equivalent	
KNOWLEDGE, SKILLS AND EXPERIENCE	
Essential	Assessment Application/Interview
1. Experience of providing administrative/reception/accounting duties or a willingness to be trained	✓
2. Experience of processing bills for payment and basic account management	✓
3. Experience of working in a positive client-centred environment	✓
4. Knowledge and understanding of the community services which both organisations provide.	✓
5. Good organisational and planning skills, ability to prioritise workloads; work under pressure and to sometimes tight deadlines	✓
6. Good written and verbal skills to communicate with a wide range of individuals and organisations	✓
7. Good level of IT skills and understanding, including strong working knowledge of Office 365 Microsoft Word, Excel, Outlook, Access, Facebook Twitter or other social media.	✓
8. Good administrative skills, including the ability to develop and maintain appropriate administrative systems	✓
9. Ability to gather and collate information and present it in an appropriate format	✓
10. An understanding of equality and diversity issues, and a commitment to putting equality principles into practice.	✓
11. Excellent team player	✓

12. Proactive approach with the ability to work flexibly and learn new skills quickly	✓
13. The ability and commitment to work within an Equal Opportunities Policy framework	✓
14. Ability to develop new initiatives and to respond to the changing needs of the organisation and its volunteers.	✓
15. Experience of promoting services, engaging communities and implementing communication strategies.	✓
OTHER	
<ol style="list-style-type: none"> 1. The willingness and ability to work flexibly, including evening and weekend meetings is essential 2. DBS 	

