



SOUTHWARK PENSIONERS CENTRE

ADMIN WORKER

JOB DESCRIPTION

MISSION

Southwark Pensioners Centre (SPC) is a charity that supports older people to lead fulfilling lives improving their health, well being and quality of life. We promote the development of an inclusive community in Southwark in which older people support each other, are independent, active and in touch.

PRINCIPLES

The following principles underpin the work of the centre and postholders are expected to actively embrace and work to develop and implement these values in all that they do:

- 1. Welcoming:** We are friendly, helpful, kind and caring, open to all. A place where older people can come no matter what the problem and where no one has to feel lonely.
- 2. Listen:** We listen to the voices of older people and act as a conduit so that others hear them too.
- 3. Equality and Diversity:** we value and respect all people no matter their age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, political views, sex or sexual orientation; identifying and tackling the barriers (financial, social and physical) that prevent older people from leading fulfilled and rewarding lives.
- 4. Facilitate:** we empower older people, individuals, pensioners' groups and those working with older people to promote the well-being and independence of the over 50s.
- 5. Self help:** We believe in services and activities run by older people for older people, supporting older people, individuals and groups to plan and lead activities and events that promote healthy lifestyles, community participation and active citizenship combating loneliness and isolation.

6. Lifelong learning: we support and enable older people to learn, experience new things and acquire new skills.

7. The three Ps:

a. **Partnership:** We work with older people and others to innovate and create the best for older people in Southwark to meet their individual needs and aspirations.

b. **Proactive, positive people:** We work with, develop and support our trustees, staff and volunteers to be proactive, positive and to do their best for older people in Southwark to help them meet their individual needs and aspirations.

c. **Prudent:** We are financially prudent, carefully using funds raised to offer free or low cost, accessible services and activities.

THE VISION FOR THE SERVICE
The vision for the service is to provide high quality, efficient and effective finance and business services that enable and support Southwark Pensioners Centre to be financially prudent, generate diverse and sustainable sources of income resulting in funds that are carefully used to offer free or low cost, accessible services and activities, delivered by proactive, positive people.
OVERALL JOB PURPOSE
To support the Finance and Business Services Manager to deliver the vision for the service. To assist in the following admin services: GDPR compliance , fundraising, risk management , H&S, procurement, workforce support and development, performance management and impact assessment, support the setting up of the new CRM system, support the charity to be effective and well run.
The post holder is responsible to the F&BS Manager of Southwark Pensioners Centre.
MAIN TASKS
The role will include a variety of responsibilities but includes the following;
1. Customer care, equal opportunities and diversity: To ensure a high standard of customer care such that people feel welcome whenever they come into the centre or however they contact us.
2. Admin:
Duties will include:

- Main support in the setting up of the new CRM System – CRM Project.
- Support in complying with the GDPR requirements.
- Monitoring the CRM database making sure that the information included is accurate and is up to date.
- Support obtaining reports from the CRM System at anytime.
- Support updating the information related to our fundraising schemes.
- Check the money taken report at the end of each day and clarifying discrepancies in the same day.
- Support the fundraising scheme
- Keep updated information related to the centre workforce, customers and providers
- Support with the compliance of the H&S and Fire Risk assessment recommendations.
- Support the recruitment process for volunteers and staff
- Support with some accounting duties during the absence of our F&B Officer absence.

3. Business:

- Maintaining the office at high standards, procuring everything that is needed to achieve this objective.
- Day-to-day liaison with facilities.
- To be responsible for the co-ordination and liaison with other members of staff and external suppliers.
- General ad-hoc administration and office management duties

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1. Wider work: To contribute to the wider work of Southwark Pensioners Centre as a valuable member of the team.

2. Client needs: Identify clients who may benefit from becoming members and or being part of other programmes and activities within the centre and refer to other teams.

3. Events: Support centre wide events and fundraising activities.

4. Teamwork: Foster a co-operative and supportive team.

5. Volunteers: Support volunteers and to involve them in the centre.

6. Representation: Represent SPC in an appropriate manner.

7. Training and support: Develop and train yourself and others.

GENERAL
1. Equal Opportunities and diversity: Promote equal opportunities and diversity in all areas of work. Personal commitment to equal opportunities and diversity.
2. Confidentiality: Ensure confidentiality at all times, only releasing confidential or personalised information externally in line with SPC policy.
3. Data Protection Act: Comply with the requirements of the Data Protection Act and its amendments to ensure integrity and security of information entrusted to Southwark Pensioners Centre.
4. Safeguarding: Ensure the organisational and individual statutory and organisational responsibilities are met in respect of safeguarding Children & vulnerable adults.
5. Conflict of interest: All applicants/employees in any post within SPC are required to declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with SPC. Failure to do so may result in an application being rejected or dismissal after appointment.
6. Health and Safety: Work in a safe manner in line with SPC H&S policy and procedures therefore taking care of yourself and any colleague, service user or visitor who might be affected by an act or failure to act by yourself.
7. Out of hours work and travel. This post will involve some evening or weekend work for which time off in lieu is given. Travel to meetings within the Borough and in London may also be necessary.
D. OTHER:
1. Duties: To undertake other work as agreed with your Line Manager.
2. First Aid: First Aid at Work Qualification
3. Safeguarding: Provide a standard DBS check
PERSON SPECIFICATION
1. Experience
1. Experience of working with older people
2. Experience of providing finance administration
3. Ability to work to deadlines

4. Experience of using CRM System before	
5. Experience of providing business services	
6.- Experience managing database in excel	
5. Experience of representing the organisation	
2. Skills and knowledge	
1. NVQ level 2	
3. IT literate (very competent in the use of accounting systems, Excel and competent in the use of MS Office Word, Power point, Access and Publisher) and self servicing	
4. Highly organized, with strong attention to detail.	
5. Awareness of issues affecting older people	
6. Awareness of the voluntary sector	
7. Awareness of health and safety and lone working	
8. Problem solving and decision making skills	
9. Good verbal and written communication skills.	
3. Personal qualities	
1. A strong commitment to working with older people, volunteers and the community.	
2. The postholder will also need to be self-reliant, energetic and able to prioritise activities and tasks and be flexible where needed.	
3. A people person with a friendly demeanour able to guide and advise others to ensure that procedures are followed.	
4. Treats all people with respect and dignity, dealing with them fairly.	
5. Great problem solver with a positive, solutions based attitude.	
4. Additional requirements	
Personal commitment to equal opportunities and diversity	
SUMMARY TERMS AND CONDITIONS	
Job title:	Admin Worker

Responsible to	Finance & Business Manager
Responsible for:	Admin related volunteers
Hours:	Up to 25 hours per week, including occasional evening and weekend work
Salary:	Up to £19,890 pro rata
Transition:	3 months