

SANE Job Description and Person Specification



Job title:	SANEline Senior Administrator
Type of post:	Initial one-year contract subject to six months' probationary period
Salary:	£23-£25k depending on experience
Hours:	37.5 hours a week; occasional evening and weekend work will be required.
Location:	SANE, St. Mark's Studios, 14 Chillingworth Road, Islington, London, N7 8QJ

SANE would love to hear from anyone with experience and enthusiasm for administration, and who is key to all of the services that we deliver to people affected by mental illness, including daily planning of calls to people facing crisis and distress, and responsibility for the administration of the whole volunteer recruitment and retention programme.

Closing date: 9 am on Tuesday, 7th June 2022

To apply: Please **complete the application form** telling us how your experience and skills meet the person specification and why you want to work for SANE, and return to recruitment@sane.org.uk before the closing date, quoting 'Senior Administrator' in the subject line.

Job Description

1. Prioritising and managing multiple email inboxes on a daily basis
2. Updating caller spreadsheet and creating daily reports
3. Liaising with volunteers and dealing with volunteer recruitment
4. Downloading messages from people seeking support from SANE, who may be very distressed
5. Keeping a range of databases and forms up to date – e.g. Icarol rotas, Excel spreadsheets, call priority lists
6. Writing weekly bulletins for volunteers and using Mailchimp to send bulletins and newsletters
7. Preparing case-studies for use by CEO and Senior Management Team
8. Extracting performance data and producing monthly reports for SMT and Trustees' use
9. Managing floats and petty cash and volunteer expenses
10. Liaising with colleagues to ensure workflow
11. General administrative tasks e.g. online and hard copy filing
12. Keep abreast of all relevant legislation and regulatory standards
13. Understanding of when to escalate safeguarding issues
14. Working within the requirements of GDPR
15. Ensuring all work is done in accordance with our confidentiality and privacy policies and procedures
16. Support the wider needs of the organisation and work closely with other teams (e.g. fundraising, Media)

17. Attend one to ones and team meetings

18. To undertake any other duties commensurate with this role

Person Specification

EXPERIENCE
1. At least 3 years' experience of being an administrator in an office environment or similar
2. Experience of gathering output, performance or feedback data
3. Experience of working and developing databases and Excel spreadsheets at a skilled level
4. Experience of working in a diverse, changing environment
SKILLS, KNOWLEDGE AND ATTITUDE
5. High quality administration skills which support a large programme of work
6. Knowledge or active interest in mental health and supporting people affected by mental health conditions
7. Ability to deal with reading and listening to distressing content and showing compassion
8. Ability to prioritise and respond to multiple email inboxes
9. Excellent interpersonal skills
10. Strong communication skills both verbal and in writing, and numerical ability
11. Ability to work effectively as part of a team and independently
12. Skilled in Word, Excel, Outlook, Microsoft Teams and Zoom
13. Ability to input and extract data from the databases SANE uses (e.g. Icarol, Esendex)
14. A strong understanding and ability to work within the requirements of GDPR
15. Committed to our service values
16. Committed to our safeguarding and confidentiality policies and procedures and able to work within them
17. Able to work within all organisational procedures
18. Ability to work flexibly
19. A work ethos underpinned by a commitment to equality and diversity
20. Effective organisational and planning skills
21. Professional and warm telephone manner
22. A self-starter with excellent planning abilities in order to meet goals and deadlines
23. Meticulous attention to detail