



JOB DESCRIPTION

Position:	Team Administrator
Accountable to:	Facilities Manager
Team:	Programme Team
Terms:	Full time – 5 days/37.5 hours per week, usually Monday to Friday 11am – 7pm (although some evening and weekend work may be required if necessary)
Location:	Cardboard Citizens, 77a Greenfield Road, London, E1 1EJ
Holiday:	25 days pro rata
Salary:	£21,000 PA
Closing date:	9am Friday 18 January 2019
Interview dates:	W/C 21 January 2019

CARDBOARD CITIZENS

Cardboard Citizens uses the power of the arts to engage, educate and inspire those who are homeless, vulnerable and most disadvantaged; helping them develop essential life skills; and to empower them to make positive life changes. We raise public awareness of homelessness issues, challenge misconceptions and provide platforms for debate.

We are looking for an Team Administrator to provide operational and administrative support to the day to day running of Cardboard Citizens and the support the successful delivery of our programme to our members. The Team Administrator will be the first point of contact between Cardboard Citizens members and the programme team and will provide a key link in communication on the phone, and in person between both. The role will be based at Cardboard Citizens HQ, a busy office and workshop space with multiple events happening, and the successful candidate will be a skilled multitasker with the ability to prioritise multiple needs in a busy environment.

The role of Team Administrator has been created to provide that link between Cardboard Citizens members, and the staff of the Programme Team to ensure that the Cardboard Citizens workshop programme is delivered effectively and to provide much needed administrative support to our team, working directly with Cardboard Citizens members.

KEY OBJECTIVES OF THE POST

- To be the first point of contact for all member related enquiries and visits to the building, and to manage the flow of communication between the programme team and the Cardboard Citizens members.
- To support the programme team with member related policies and procedures and the practical implementation of them.
- To provide the general administrative support to the Programme Team and Facilities Manager
- To support and engage with Cardboard Citizens' membership of people with lived experience of homelessness, both in the office and via phone and email
- To lead on the practical set up, resourcing and disposal of materials related to members activity.
- To input into and support the management of Cardboard Citizens' CRM database and monitoring systems
- To oversee Cardboard Citizens' member-related filing processes, in line with GDPR.
- To work with the Programme Team and Marketing team to prepare and distribute marketing for member-related programmes
- Support the administration of the Training & Ancillary programme (including internal training support)
- Maintain databases and undertake any administrative duties associated with the role

MAIN DUTIES

- To manage Member enquiries in the office, supporting with accessing PCs and phones, and general phone enquiries including being the main point of contact at reception.
- To provide administrative and operational support for the Programme Team staff around the Membership programme, Workshop programme and Young Person's Programme.
- To ensure that the building is clean, tidy and welcoming, and is a suitable environment for staff and members to work in productively
- To support the recruitment and ongoing engagement of Members in activities and projects, including contacting and following up with Members by phone and email
- To manage and input into CIVI CRM, Cardboard Citizens' database, and to produce data reports for Cardboard Citizens' Key Performance Indicators (KPIs).

JOB APPLICATION PACK – TEAM ADMINISTRATOR



- To service Programme Team staff and facilitators, printing and collating required documents, and managing calendars
- To review and oversee Cardboard Citizens' physical and digital filing processes, ensuring the organisation is capturing and storing data in line with GDPR
- To support the administration of the internal and external Training & Ancillary programme – handling and capturing enquiries, overseeing the training enquiry and response process.
- To work with the Programme Team and Marketing team to prepare and distribute marketing such as flyers and brochures, for member-related programmes and events
- To support the administration of the volunteer enquiries – handling and capturing enquiries, overseeing the response process.
- To occasionally provide triage pastoral support, IAG and advocacy to Members, where required
- To gather and process monitoring and evaluation data from participants

ADMINISTRATION

- Attend and minute regular team meetings for the purpose of planning, networking, support and information sharing
- Work within all related Cardboard Citizens' policies and procedures, to understand and support the organisations administrative needs and to help support the smooth operation of the organisations activities.
- Work with the programme team to ensure systems and record keeping are up to date and efficient.
- Undertake any other reasonable duties that may be required by the post

ADDITIONAL INFORMATION

It is a requirement of Cardboard Citizens that all staff work in a flexible manner compatible with their jobs and in line with the company's objectives and role. All job descriptions are subject to review and amendment, in consultation with the employee.

The successful application would need to undertake an Enhanced Disclosure check via the Disclosure and Barring Service.

PERSON SPECIFICATION - ESSENTIAL

- Strong IT skills with experience of office systems including Microsoft Office and CRM systems
- Strong administrative and communication skills
- As positive, energetic and friendly 'can-do' attitude.
- Ability to work as both part of a team and on own initiative
- Excellent organisational skills and the ability to plan work effectively and manage a wide range of tasks
- Ability to problem solve and work under pressure in a busy environment
- An awareness of the challenges encountered by people affected by homelessness
- Experience of monitoring and evaluation systems

TERMS AND CONDITIONS

Salary: £21,000 PA

Contract: Permanent (subject to 6 month probation)

Pension: Cardboard Citizens complies with the employer pension duties concerning pensions auto-enrolment in accordance with Part 1 of the Pensions Act 2008. As a result, you will be automatically enrolled into the designated Stakeholder Pension Scheme. If you do not decide to opt-out of auto-enrolment, you will be required to make pension contributions at the level set out in the relevant legislation and you agree to the Employer deducting such contributions from your salary each month.

Hours: 5 days per week (standard working hours are Monday – Friday 11am – 7pm, although any overtime in addition to agreed weekly hours will be given as time in lieu).

Holiday: 25 days plus statutory public holiday's pro-rata

Place of work: Cardboard Citizens' offices, 77A Greenfield Road, London. E1 1EJ

Probationary Period: 6 months

Notice Period: 1 week during probation and 1 month thereafter

APPLICATION GUIDELINES

We welcome applications from all sections of the community. If you require any support with your application please let us know by calling the office on 020 7377 8948 or by [emailing Stuart](mailto:stuart@cardboardcitizens.org.uk).

To apply for the position of **Team Administrator** at Cardboard Citizens please download and complete our application form and ensure that you outline your suitability for the post with reference to the Personal Specification. Application forms need to be submitted to stuart@cardboardcitizens.org.uk by **9am on Friday 18 January 2019**.