

Home-Start is committed to safer recruitment practice as an important part of safeguarding and protecting children and vulnerable adults

## **Job Description and Person Specification –Administration and Finance Assistant**

**Job Title:** Administration and Finance Assistant

**Employer:** Home-Start Manchester, Woodville Children’s Centre, Shirley Rd, Cheetham, M8 0NE

**Hours of work:** 37 hours per week

**Salary:** Points 12-18 (new NJC scaling) - £21,589 starting salary

**Contract:** Permanent, subject to funding

**Responsible to:** Home-Start Chief Executive Officer

**Base:** Home-Start Manchester’s offices (address above) with some home working as appropriate

### **Purpose of the Job**

This exciting post is integral to the effective operation of the organisation and provides the backbone for the smooth delivery of high quality services, through oversight of effective administrative systems and processes. The main objective of this post is to be the initial point of contact for a range of external enquiries to the organisation, to oversee the effective running of all administrative systems and processes including leading on data management and reporting, and to manage the day to day financial tasks of the organisation.

Working closely with our small, friendly and fast-paced team of Volunteer Coordinators and Family Support Workers, the post holder will be expected to support colleagues with a variety of needs, often working to problem solve and support, and often working on their own initiative.

The role is supported by the CEO, Service Manager and a dedicated team of Trustees; all of whom have an appetite for creativity and encourage staff to develop their ideas, skills and knowledge.

The post will have an opportunity to administratively support all aspects of the organisation including referrals and support for families; recruitment, training and support for volunteers; fundraising and general promotion including social media input; Trustee Board support.

The organisation is in a financially stable position currently, and the financial management aspect of the role is supported by our experienced Accountant.

The post holder will have extensive administrative skills and experience of day to day financial system management.

### **Working Environment**

A blend of office and home working as required. Occasional work from external meeting spaces.

### **Main Responsibilities**

Administration:

- Process incoming referrals in line with agreed referral process, including liaison with external agencies and professionals

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- Oversee the effective use of a client management system by the team, including providing additional training and support, and regular auditing; data input and collation.
- Collate data and create reports for the CEO, Service Manager and individual project leads as requested in a line with funder reporting schedule.
- Manage all social media platforms and upload content in line with the Marketing implementation plan to raise the organisation's profile.
- Update the website as required.
- Support Coordinators with volunteer recruitment, taking forward volunteer enquiries and ensuring all recruitment, selection and training administrative processes are in place
- Oversee the timely renewal of DBSs for staff and trustees, and remind Coordinators when volunteer DBSs are due for renewal
- Using a variety of methods as instructed, gather feedback from families, volunteers and referrers and feedback collated results to the Service Manager
- Manage family and volunteer records on referral and closure, ensuring records are destroyed in line with policy
- Maintain office supplies and stationery, and items for families as instructed
- Monitor Admin e-mail account and office landline, and pass enquiries on as appropriate
- Trustee Minute Taking (quarterly evening meetings and occasional away days)
- Oversee Staff and Trustee policy and paperwork renewal, and administratively support new starters with reference requests and induction paperwork
- Coordinate Policy review for Trustee meetings in line with the schedule
- Ad hoc practical office management tasks including processes post, Recycling Collection and office equipment servicing

Finance:

**Finance Systems:** managing and maintaining accounts on QuickBooks accounting software, including posting all creditors and debtors, invoices and payments, allocation against budget lines and allocation to specific funders.

**Management Accounts:** Production and presentation of quarterly reports for the finance sub-committee and then the Board of Trustees, alongside clear narrative and explanations with variations to budgets, supported by the CEO.

**Financial Procedures and Controls:** Ensure compliance with all financial procedures as per the Financial Management policy.

**Bank Accounts:** Management of the organisation's bank accounts and credit/debit cards, including monthly bank transfer payments and bank reconciliations on a monthly basis.

**Payroll:** Operation of monthly payroll in liaison with payroll provider and including management of the company pension scheme (currently with NEST) and staff expense claims.

**Gift Aid:** Completing the gift aid claim process, ensuring accurate claims are submitted reflecting all current legislation and monies recovered in a timely manner.

**Annual Accounts:** In collaboration with the CEO, preparation of accounts for examination, and management of the annual accounts process by our external accountants.

**Invoicing:** Manage creditors via invoicing schedule and reminders.

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### **Supporting the work of Home-Start**

- Contribute to the effective day to day operation of Home-Start in accordance with the Home-Start Memorandum & Articles of Association, Home-Start, Standards & Methods of Practice, Home-Start Agreement and Quality Assurance Standards.
- Undertake work as delegated by the CEO to support the strategic management, development and future funding of Home-Start.
- Contribute to the overall quality and reputation of the scheme, including involvement in process review, highlighting any issues with practice and being involved in QA processes

### **Financial & Physical Responsibilities**

- The post holder has a personal duty of care in relation to the use of and storage of equipment and resources, including laptop and mobile phone.
- To ensure that the environment for home working is clean, safe and appropriate.
- To use computers for data collection, report writing and audit purposes.

### **Information Resources**

- To maintain high standards of record keeping including electronic data entry recording, and letter writing.
- Undertake audits and evaluations of the service.

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

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### Person Specification

Essential and desirable skills, abilities, experience, knowledge and special requirements for the post of Home-Start secretary/administrative assistant.

| <b>ESSENTIAL</b>  | <b>Method of assessment</b>      |
|---|----------------------------------|
|   | A - application<br>I - interview |
| <b>Education and qualifications</b>   |                                  |
| Good standard of education (GCSE, NVQ level 3 or equivalent)                                | A                                |
| Relevant secretarial/IT/accountancy related training  | A                                |
| <b>Employment History</b>   |                                  |
| Relevant previous or current employment   | A and I                          |
| <b>Managing the scheme (Admin)</b>  |                                  |
| Secretarial skills and experience, including typing and word processing                     | A                                |
| Proficient use of Microsoft Office, Outlook, Teams and Zoom                                 | A                                |
| High standards of practice and presentation at work   | A                                |
| Extensive experience of administrative work   | A and I                          |
| Minute taking experience  | A                                |
| Effective verbal and written communication skills   | A and I                          |
| Ability to prioritise tasks in a fast paced environment                                     | A and I                          |
| <b>Managing the scheme (Finance)</b>  |                                  |
| Knowledge and experience of budget monitoring and financial reporting                       | A and I                          |
| Considerable experience in the use of accounts software                                     | A and I                          |
| Ability to read and interpret financial statements  | A                                |
| Knowledge and experience of payroll   | A                                |
| Knowledge and experience of book-keeping  | A                                |
| <b>Working with others</b>  |                                  |
| Experience of managing and supporting a team to implement systems and processes effectively | A and I                          |

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|   |         |
|---|---------|
| Experience of working both in a team and on own, including from home                    | A and I |
| Ability to establish and maintain effective relationships with a wide variety of people | A and I |
| Knowledge of and commitment to equal opportunities and anti-discriminatory practice     | A       |
| Understanding of the need for professional confidentiality                              | A       |
| Occasional evening or weekend work  | A       |
| Willing to access training  | A       |
| An understanding of the organisation's services and impact                              | A and I |
| <b>DESIRABLE</b>  |         |
| Formal recognised qualification in business finance or accountancy                      | A       |
| Experience of financial systems in charities  | A       |
| Proficient use of Quickbooks  | A       |
| Experience of working in a small team within a charity                                  | A       |
| Knowledge of Trustee Boards and Governance  | A       |
| Experience of working with volunteers   | A       |