



JOB DESCRIPTION

Department:	Support Services
Job title:	Senior Support Services Officer
Working Hours:	FT (36 hours per week); open to discuss job-sharing option.
Rate of pay:	£29,240 pa
Reports to:	Centre Manager
Location:	395 High Street North, E12 6PG

About the Renewal Programme

The Renewal Programme is a well-established and respected local charity based in the London Borough of Newham. We support those who are facing multiple challenges – they might be a carer, migrant or refugee without access to public funds, suffering with homelessness, experiencing poverty, or unable to communicate in English. We empower people to reach their full potential through offering advocacy, education, temporary accommodation and a wide range of positive activities. We support over 3000 people a year and have been working with Newham communities for over 50 years.

Our vision

Our vision is of vibrant and integrated Newham communities where everyone has access to suitable jobs, homes, health and education.

Our mission

Our mission is to stand alongside those who struggle by inspiring hope and offering opportunities for connection, growth and progress.

Our values

DIGNITY - Treating everyone with kindness and respect.

INCLUSION - A community where everyone belongs.

COLLABORATION - Working together to achieve more.

EMPOWERMENT - Co-creating opportunities for positive change.

About the Role. Main purpose of the job

The Support service Officer will provide high quality administrative support working closely with colleagues in the Supported Services department. In this varied role, you will contribute to ensure the proper flow of office procedures, including finance and HR administration, database management, and facilities administration. You will also contribute to the drafting and editing of documents, including publicity materials and internal communications.

Main duties and responsibilities:

- To work closely with the Centre manager to maintain an effective system of facilities administration; deal with correspondence and arrange the hiring, booking and invoicing of facilities.
- To support the collection and administration of data for staff & volunteer personnel files, including setting up new files, administer the onboarding procedures, setting up leave allocations etc. using the software Breathe HR.
- To work with the Centre manager and the Director of operations to support the issuing and maintenance of staff contracts and other relevant documents.
- To support the effective administration of the Renewal Programme's finances, including cash handling, banking, petty cash and invoicing, as well as the appropriate raising and payment of all invoices, obtaining and keeping receipts secure.
- Work closely with the Centre manager and Director of Operation on monthly payroll submissions.
- To maintain computerised administrative and financial accounting records as required.
- To work closely with the Director of Operations and the Centre Manager to maintain and improve our information systems (Upshot and SharePoint mainly) and administer our training platform.
- To assist with drafting, editing, formatting and and printing relevant documents.
- To support the Communication and Marketing Lead with the production and distribution of materials promoting the Renewal Programme's activities and events and other relevant administrative tasks.
- Reply to generic information emails, signposting as appropriate.
- Order stationery and resources for the office and for the Centre's activities.
- Assist with event planning and organisation, as required.
- Take minutes of team meetings as required
- To support the Centre manager to ensure efficient systems for office administration, including maintaining stationary stock and filing systems.

General Responsibilities

- Always adhere to the Renewal Programmes Policies and Procedures. In particular, maintain records according to the Confidentiality and Data Protection Policy and uphold the Renewal

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Programme's Equal Opportunities Policy of anti-discriminatory practices across all services.
Adhere to Health and Safety and Safeguarding regulations and policies.

- Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- The post holder will be expected to carry out other duties consistent with the responsibilities of the post as may be reasonably requested from time to time and demonstrate flexibility in all areas of his/her work.

PERSON SPECIFICATION

Essential

- Experience of working within a varied administrative role, prioritising workload to manage multiple tasks simultaneously
- Proven ability to administer meticulous financial and other records, managing workflow efficiently and meeting tight deadlines
- Excellent organisational and time management skills
- Excellent communication skills both written and oral
- Highly numerate and with excellent attention to detail
- Proven experience of using effectively and maintaining databases and monitoring systems
- Proficient IT user across a range of packages, and in particular Microsoft 365 /SharePoint
- Proven ability to manipulate and edit complex datasheets and other documents in a variety of formats
- Able to use initiative and work without close supervision, working both as part of a team and as an individual.
- Committed to a culture of continuous improvement and reflection on own performance.
- Able to learn quickly and troubleshoot problems independently

Desirable

- Knowledge of design platforms such as Canva
- Knowledge of the requirements of the Data Protection Act and GDPR