



# TASHA Foundation

*Helping you to help yourself*

Alexandra House, 241 High Street, Brentford, Middlesex, TW8 0NE  
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E-mail: enquiries@tasha-foundation.org.uk, Website: www.tasha-foundation.org.uk

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## Job Description

**Post:** Administrator  
**Hours of Work:** 36 Hours per week (Job share possible)  
**Accountable to:** CEO and Business Development Manager  
**Job Summary:** To be responsible for the Administration of the Brentford Office and Counselling services

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## Main Duties and Responsibilities

### Running office – organisation and planning

1. Responsible for answering phones within 3 calls, setting on/off answering machines and making sure that the reception desk is always manned in her/his absence.
2. To deal with incoming post to ensure that all action, including referrals, dates of meeting and other relevant information is processed as appropriate. To also deal with outgoing post to ensure items are correctly addressed, franked posted and records kept.
3. Recruit, train and organise volunteer administrators to cover reception during lunchtime, holidays and other absence.
4. Take responsibility for all aspects of office administration and ensure that the office is properly cleaned and always is welcoming for clients and staff.
5. Ensure that the office is opened and locked up in accordance with the agreed policies.
6. To organise meetings, books, room, venues and Arrange hospitality as required.
7. To set up and maintain effective filing systems, paper, and electronic.
8. To attend and take minutes of meetings as required.

### Equipment and stationary

1. To place orders for equipment and stationary and negotiate supplier discounts. Check that orders are correct and obtain managers approval for orders. Check invoices are correct.
2. To maintain all equipment and ensure that it is marked for fixed asset register

### Chief Executive

1. Maintain diary and meetings for chief executive
2. Prepare Power Point presentations as requested.
3. Maintain filing system for CEO including HR files.

### Clients

9. Take responsibility for booking client appointments, follow up and text messaging to remind clients of appointments made.
10. To book and arrange clients appointments directly into team's calendars.

#### Data input, record keeping and IT skills

11. To collect and record data on database as requested to produce reports within agreed timescales.
12. To use text messaging on work messaging system to inform clients of meetings and send out reminders as required.
13. To prepare Power point presentations for managers as requested.
14. To use Microsoft office calendar, word and excel.
15. To keep records of staff leave, sickness and other absences and prepare monthly report.

#### Policies

16. To know and maintain the TASHA Foundation policies handbook on intranet; update as required.
17. To work within existing processes and able to change when required.

#### Recycling

18. To make sure that all items that can be recycled are properly done.
19. To ensure that lights and pcs etc are switched off to ensure minimum use of energy.

#### Petty Cash

To maintain petty cash and update petty cash sheet every week to ensure £100 float available for distribution.

#### Other

20. Provide cover for other admin staff during periods of sickness or holiday absence.
21. Demonstrate a commitment to being available to work unsocial hours, which may include some evenings and weekends.
22. To carry out any other duties as from time to time may be required by the Line Manager.

The post holder will ensure that the service adheres to and actively promotes the Equal Opportunities.

The post holder will comply with all TASHA Foundation Policies and Procedures.

Employees must be aware of the responsibilities placed on them under the most recent Health and Safety at Work ensure that agreed safety procedure are carried out to maintain a safe environment for employees, clients and visitors.

Ensure confidentially for any information obtained relating to staff, clients and the organisation.

This is a description of the main duties and responsibilities of the post and as such is not intended to be exhaustive. The job description will be periodically reviewed and changed with prior consultant from time to time.



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## Person Specification

**Post: Administrator**

**Essential:**

### **JOB RELATED KNOWLEDGE AND SKILLS:**

- Proven understanding and knowledge of office administration.
- Ability to prepare and present clear minutes and associated reports.
- High level of IT skills, including MS office, calendar, database.
- Good verbal and written skills.

### **EXPERIENCE:**

- Experience of working with equipment and knowing what is required if not working.
- Experience of meeting and greeting clients.
- Experience of managing volunteers.
- Ordering, working with purchasing procedures, checking invoices, querying orders with suppliers.

### **EDUCATIONAL TRAINING:**

- High level of literacy and numeracy
- High level IT skills to include PowerPoint and understand use and maintenance of database.

### **PERSONAL SKILLS:**

- High level of organisation and co-ordination.
- The ability to be flexible and prioritise workloads.
- To be proactive and seek assistance from the relevant staff member.
- The ability to communicate effectively to a wide range of audiences.
- The ability to establish good working relationship across a range of personnel.

### **EQUAL OPPORTUNITIES:**

- The ability to demonstrate a commitment to the purposes and practice of equal opportunities in all aspects of the post.

### **DESIRABLE**

- Experience of working in the Public, Voluntary or Private Sector.