

Job Description

Reception, Fundraising & Administration Assistant.

Clare Haven Services

Job Title:	Reception, Fundraising & Administration Assistant
Responsible to:	H.R. & Administration Manager.

PURPOSE OF JOB:

To provide a professional, approachable and supportive administered reception service. To be the first voice & face of the service. To always follow the best practice standards with regards all administration duties that involve dealing with the general public and all duties within Clare Haven. To assist with fundraising events and applications.

KEY RESPONSIBILITIES

Administration:

- To provide reception and admin duties in the service
- To be responsible for procurement of supplies.
- To be responsible for compiling and updating Capital Assets Registrar.
- To support the administrative needs in the service including recording and circulating minutes of meetings as required.
- To maintain appropriate administrative systems for the service and carry out other responsibilities as appropriate
- To prepare for and participate in regular work supervision which will be provided on a one-to-one basis by your line manager.
- To participate in on-going mandatory training and upskilling team development within the organisation.
- To attend team meetings, staff meetings and other staff development activities as part of your work.

Refuge Support Services:

- To work as part of the refuge team to help provide a caring and positive environment in the refuge for women and children who live there.
- To ensure consistency, quality and continuity of service for residents during their stay.
- To provide an administrative back up system to the refuge.
- To ensure reception is attended at all times.
- To follow and ensure safety, security and health procedures are maintained.
- To be familiar with and liaise with all the maintenance and utility providers in relation to any repairs to the buildings or equipment and update logs accordingly.
- To carry out other responsibilities as appropriate.

Fundraising:

- To facilitate and identify new ideas for funding for Clare Haven.
- To plan and organise fundraising events for Clare Haven.
- To collaborate in applying for grants and funding
- To be responsible for coordinating public collections, flag days etc. as well as administering online platforms e.g., iDonate
- To liaise with donors who call to the service or contribute electronically or through other means,
- To develop an appropriate administration system to ensure files and all relevant information is up to date and compliant with our financial policies.
- To carry out all correspondence in relation to donations, fundraising and support such as issuing acknowledgements & receipts or providing information,

Health and Safety:

- To ensure best practice in relation to standards of health, hygiene and safety are maintained at all times.
- To follow safety arrangements in relation to facilitating access to and maintaining the security of the service.
- To ensure Fire Health and Safety regulations are adhered to and act as Fire Officer.
- To assist in carrying out risk assessment and ensure that satisfactory measures are in place to identify and address any potential risks relating to health and safety of the refuge

Policies and Procedures

- To ensure that policies, procedures and practice guidelines are adhered to at all times.
- To promote policies and procedures and ethos of Clare Haven Services working with residents and staff.
- To respect and maintain confidentiality at all times.
- To treat all service users and colleagues with dignity and respect.
- To adhere to practice guidelines to ensure consistent and professional service.

The above principal duties are a guide to the general range of duties and are neither definitive nor restrictive and will be subject to periodic review. These duties may change with emerging needs of the service, staff are expected to have a high level of flexibility, and a willingness and an ability to develop new approaches to their work.