



# Talbot House

supporting families of people with learning disabilities



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Talbot House is a Registered Charity: Registered Charity no: 1132741 Talbot House is a company limited by guarantee. Limited company number: 7032063

## Administrative Worker Job Description

<b>Job Title:</b> Administrative Worker	<b>Perm/Contract:</b> Permanent	<b>Reports to:</b> General Manager
<b>Based at:</b> Talbot House	<b>Hours:</b> 27.5 hours per week Monday–Friday 9am-3pm	<b>Salary:</b> £15,023 / £10.51 per hour

### About the Role

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The Administrative Worker is responsible for the smooth running of various aspects of the Talbot House Support Centre office and premises. This role involves being the first point of contact for our service users, who are parents and carers of children and adults with learning disabilities. Therefore you will need to have caring and compassionate communication skills, and ideally possesses a broad understanding of learning disabilities and the challenges of being a carer.

You will also be responsible for the day-to-day financial management of Talbot House utilising our Intuit QuickBooks accounting system. This includes managing the petty cash, generating invoices for funds, paying invoices and bills, managing our bank accounts, generating financial reports and budgets as requested by management.

You will also be required to manage the day-to-day running of admin tasks such as communications, stationery, paper and electronic file management (GDPR compliance), building maintenance, and various regulatory and operational requirements/tasks. You will also provide appropriate administrative support to other team members where necessary.

### Main Duties

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#### First Point of Contact;

- Answer Phone Calls in a professional, caring and polite manner.
- Booking and managing appointments.
- Meet and greet service users and 3<sup>rd</sup> parties.
- Maintain signing in book.

#### Communications;

- Social Media notices/communication (Facebook, Twitter, Website etc.)
- Managing the Admin mailbox and respond to queries in a timely manner.
- Creating posters and notices through the Talbot House Support Centre building as required.
- Produce memos, letters, promotion leaflets and advertising events in good time through social media and mail outs.

#### Financial Administration;

- Manage our Intuit QuickBooks accounting system and banking services.
- Generating funding invoices in a timely manner.
- Categorise expenditure and income.
- Manage petty cash and reconciliation
- Store paper-based and electronic invoices and billing in an organised manner.
- Manage the donation processes and procedures with both online submissions, in-person, collection tins etc.
- Generating financial reports and budgets as requested by management.

#### General Admin;

- Building facilities management i.e. repair work, deal with faults etc.
- Health and Safety
- Ensure paper and electronic files are stored appropriately and meets Data Protection compliance (GDPR)
- Payroll Management
- Pension Management
- Mobile Phone Contracts and Handheld devices
- General Admin support i.e. order stationery supplies, photocopying documents, filing etc.

### General Responsibilities

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- To work as a member of a team under the direction of and accountable to the General Manager
- To maintain Talbot House practice policies and values at all times
- To raise the profile of parent carers and the issues that they face
- File management on the shared drive
- Ensuring the upkeep of hardware including: desks, computers, telephone system
- Any other such duties as may be required by the Manager and/or Management Committee.

### Professional

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- The post holder will be responsible for their personal and professional development as identified and agreed through supervision
- The post holder will participate in raising awareness of the importance of unpaid parent carers as volunteers
- The post holder will participate in research and audit activity as required.
- The post holder will value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience knowledge and skills.



## Confidentiality & Management of Information

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- The post holder will ensure that electronic and paper files are maintained in keeping with Talbot House Policies and procedures.
- The post holder will deal with a range of personal and confidential information, so it is vital that confidentiality of information is maintained at all times whether written or given verbally.

## Job Content

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This job description is not exhaustive. The tasks described are representative of the duties it is expected the post holder will undertake within the grade range of the post. Job content will be reviewed as necessary in consultation with the post holder, to reflect the changing nature of the post

## Contract

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This job role is based on a permanent contract subject to a successful probation period.



## Person Specification

	Essential	Desirable	Method of Assessment
<b>Education/ qualifications Training</b>	None	<ul style="list-style-type: none"> <li>Evidence of previous relevant training.</li> <li>Safeguarding Training.</li> </ul>	Application form
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Evidence of sensitive interpersonal skills.</li> <li>Experience with customer service/phone call handling skills.</li> <li>Experience managing company finances and banking.</li> <li>Experience managing petty cash.</li> <li>Experience of providing administrative support within a busy office environment.</li> <li>Knowledge and understanding of diversity and equality issues.</li> </ul>	<ul style="list-style-type: none"> <li>Working knowledge of welfare benefits.</li> <li>Previous experience in a similar role.</li> <li>Knowledge of the issues that carers face on a day-to-day basis.</li> <li>Broad understanding of learning disabilities and learning disability services.</li> <li>Knowledge of Health and Safety practices.</li> <li>Knowledge of Data Protection Practices (GDPR)</li> <li>Previous experience of website maintenance.</li> </ul>	Interview & application form
<b>Skills and aptitude</b>	<ul style="list-style-type: none"> <li>Effective IT skills using databases, Word, Excel etc.</li> <li>Good skills using social media platforms.</li> <li>Strong organisational skills.</li> <li>Ability to manage own time and workload.</li> <li>Excellent verbal and written communication skills.</li> <li>Willingness to undertake training appropriate to the role.</li> <li>Ability to work flexibly.</li> </ul>	<ul style="list-style-type: none"> <li>Using accounting systems such as Intuit QuickBooks.</li> <li>Good presentation skills to promote service.</li> </ul>	Interview & application form
<b>Personality</b>	<ul style="list-style-type: none"> <li>Ability to demonstrate patience tact and empathy</li> <li>Ability to work with a broad range of people.</li> <li>Open, Honest and trustworthy.</li> </ul>	<ul style="list-style-type: none"> <li>Positive thinker with can-do attitude.</li> </ul>	Interview & application form

