**Holloway
Neighbourhood
Group**
Registered Charity Number 290493

JOB TITLE:	Holloway Neighbourhood Group Administrator
HOURS:	35 hours per week (exc. lunchbreak) (9-5 Monday to Friday with 1 hour for lunch)
LOCATION:	Office-based split between our 2 sites (Holloway, N7)
SALARY:	£23,933 pro rata (+ 5% pension contribution, if matched)
RESPONSIBLE TO:	Chief Executive
ANNUAL LEAVE:	25 days per annum plus public holidays (pro rata)

As this post involves contact with vulnerable groups an Enhanced DBS check is required.

Overview

The Holloway Neighbourhood Group is a charity based near the Holloway Road, Islington (N7) with its many transport links and amenities.

We provide services to the local community from two sites – a **community centre** offering activities, events and room hire, and the **Stress Project** centre, providing a range of therapies and wellbeing activities for people experiencing stress related illnesses or mental health problems. We are looking for a high-energy administrator to work with our small and busy team across the two buildings.

The jobholder will support the delivery of all Holloway Neighbourhood Group services, working closely with the CEO and managers in ensuring both centres are welcoming and smoothly run.   This role is varied and will range from working on reception to updating our social media accounts.

Person Specification

Experience
- Experience in a busy environment and prioritising wide-ranging responsibilities.
- Experience of social media platforms to promote services to relevant audiences.
- Experience using Microsoft Office and other IT packages (e.g. web page development and data management software would be useful).

Skills
- First-rate customer care skills including an understanding of the differing needs of diverse communities and an ability to respond in a sensitive manner.
- A highly flexible approach to work, with the willingness to learn, problem solve and to work co-operatively as a member of a small team.
- Excellent communication skills, including the ability to write clearly and succinctly.
- An eye for detail with an ability to spot errors and maintain high levels of accuracy in records and data.
- First rate digital skills, for example posting on social media, IT troubleshooting, developing user-friendly forms, and producing reports from databases.

Main Tasks and Duties

This is not a complete statement of duties and may be amended in the light of changing needs of the organisation.

1) **Client management**
   Support the day-to-day client journey in both centres including:
   - Covering reception (2 days on each site) and responding to initial enquiries (via website, phone email and in person).
   - Setting up service and counselling bookings with clients and the team.
   - Supporting client feedback collection and entering it into the relevant system.

2) **Team & centre support**
   - Overseeing HNG's administrative tools, systems and processes to ensure that the team can function smoothly.
   - Supporting the managers in the day-to-day running of the centre buildings including assisting in organising events and activities.
   - Providing cover for colleagues when they attend meetings and are on leave.

3) **Marketing & communications**
   - Setting up and servicing the HNG team AGM, and Board of Trustee meetings.
   - Supporting the team in developing HNG's marketing and communications materials, ensuring that they are of a high standard and in accordance with branding guidelines.
   - Reviewing and improving HNG's two websites, so that they are up to date and accessible.
   - Implementing HNG's social media strategy including posting and responding.
   - Owning and maintaining HNG contact lists to support invites/mail-outs.

4) **IT, data & reporting**
   - Providing initial IT account set up and troubleshooting for the team.
   - Overseeing the relationship with our IT support supplier to ensure all HNG IT needs are met.
   - Overseeing our data management tool Lamplight and the effective collection of data.
   - Assisting in data analysis and the preparation of reports for our funders and board.