**ROLE DESCRIPTION**

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| **Job Title** | General / Finance Administrator  |
| **Division** | Care & Repair Edinburgh (CRE) |
| **Department** | Administration |
| **Location** | Blend of office (Edinburgh-based) and home working |
| **Geographical focus of role** | Edinburgh |
| Contractual Status of Role: *Permanent or fixed term* | One-year fixed term with potential for permanent FT role based on funding availability  |
| Hours | 35 hours per week (Monday – Friday) |
| Job Title of Manager | Operations Manager / Senior Administrator |
| Salary: | £25 700 pa |
| Job Purpose: | To provide all aspects of quality administrative support to CRE employees and to ensure effective and efficient service delivery.To provide financial administrative support to the Operations Manager and Director of CRE.  |
| Main Responsibilities | **General Administration*** To deal efficiently and effectively with all telephone enquiries, recording information accurately on database
* To deal efficiently with emails and website referrals.
* To process *Home from Hospital* service accurately and efficiently, ensuring that all hospital discharge cases are dealt with as a priority.
* To process *Small Repair* service efficiently and effectively, scheduling assessments and ensuring that follow-up appointments are made within 7 working days.
* To record *Volunteer Handyperson* service requests and email job-sheets to volunteers.
* Recognise and respond to any potential safeguarding concerns raised during calls.
* To ensure that any complaints are logged and the Senior Administrator informed.
* To participate in team meetings, support and training on an ongoing basis.
* Continuously working towards and assisting the business achieve the overall strategic objectives as set by the Director of CRE.
* Maintain professional and technical knowledge by attending appropriate training courses; workshops; benchmarking professional standards; and establishing professional networks.
* To support the delivery of all existing and new services and provide general administrative support to the Operations Manager.
* To be aware of all relevant CRE policies, and to keep up to date with relevant legislation.
* Maintain open communication using excellent interpersonal skills to engage effectively with all company stakeholders.
* Ensure feedback forms are issued timeously, and feedback is recorded on our systems.
* Set up and resource information stands to attract new volunteers and service users at outreach events.

**Financial Administration*** Maintain accurate invoice/supplier records in Xero
* Process online Worldpay payments
* Generate timely invoices and ensure prompt payment follow-up to ensure that bad debts are minimised.
* Maintain accurate recording of orders and invoices and facilitate timely payments to suppliers
* Prepare and process cheques and cash for banking
* Maintain a record of all receipts for VAT reclaim
* Record Gift Aid donations on HMRC spreadsheet
* Manage Ringo and Amazon business accounts
* Assist with ad-hoc finance queries

**Other responsibilities*** Assist senior management with IT, administration and other operational duties as required.
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| Performance Measures | * Adherence to objectives and team goals.
* Conduct, performance and absence in line with company guidelines**.**
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**PERSON SPECIFICATION**

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| Experience | **Essential:*** Experience in customer service role dealing with a wide range of people
* Experience of preparing and producing invoices
* Experience with Xero accounting software or similar platforms
* Strong numeracy skills
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| **Desirable:*** Experience of working in a Charity environment
* Experience of electronic case recording systems
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| Skills & Knowledge | **Essential:*** Ability to listen to callers and demonstrate empathy and understanding
* Good understanding of Microsoft Office (Word, Excel, Outlook)
* Excellent communication skills
* Excellent time management and organisational skills
* Accurate data entry skills
* An understanding of data protection requirements
* An understanding of and commitment to relate positively to people of different cultures, backgrounds and experiences and believe in the equal value of people regardless of race, religion, culture, gender, age, disability or sexuality.
* Ability to prioritise work in a busy environment
* Ability to work flexibly and to respond positively to service developments
* Ability to work independently and as part of a team
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| **Desirable:*** Previous experience of using CRM systems to process customer data
* Knowledge of issues relating to safeguarding of vulnerable people
* Knowledge of WorldPay, Stripe, Dext and other related software
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| Additional Requirements: | * Commitment to the aims and vision of Care & Repair Edinburgh and an ability to demonstrate those values in your work
* Ability to work from the Edinburgh office – minimum 40% working week
* Commitment to tackling the stigma of isolation and loneliness
* Flexibility, integrity and an understanding of confidentiality
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| **Notes:**  | * *This description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this description does not describe any individual role holder.*
* *In addition to the contents of this description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.*
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