

MARY FEILDING GUILD

103/107 NORTH HILL, LONDON N6 4DP (registered office)
Telephone: 020 8340 3915 Facsimile: 020 8341 0295

Chair:
HELEN DAVIES

Hon. Treasurer:
PETER ROBSON

Director
MARY MCGLOIN

May 2017

Dear Applicant

RE: ADMINISTRATOR – permanent

Thank you for your interest in the post of Administrator – permanent. This will be a full-time role and you will work 5 days a week, Monday & Tuesday 9am – 5pm; Wednesday to Friday from 8.30am – 5pm. The role includes assisting senior management and, in particular, the Resident Services Manager in the administration of a small but busy and friendly office. Administration experience is essential, including good IT and customer care skills. You will need to have a genuine interest in supporting active older people.

The Guild is for people who want to remain active and independent for as long as possible, with support and encouragement from staff. Our residents may be old (average age 91), but they are an extraordinary group of people who challenge the perception of aging. Many of them, although experiencing some health deterioration associated with aging, remain active within and outside the Guild, and are very interested in life. Currently, 10% of our residents are over 100 years old.

APPLICATION PROCESS

Please complete the application form on our website www.maryfeildingguild.co.uk and ensure that your supporting statement demonstrates how you meet the criteria as set out in the person specification.

The successful applicant will be required to ensure that we are able to secure two professional references (that are satisfactory to us) and a clear, enhanced DBS check, within one month of the job offer.

The closing date for receipt of applications is **Thursday, 18th May 2017 at 5pm**. Please return your completed application to info@maryfeildingguild.co.uk or by post to the above address – marking it private and confidential. If you have not heard from us by the end of May 2017, you have unfortunately been unsuccessful on this occasion.

Thank you again for your interest in Mary Feilding Guild and we look forward to receiving your application.

Yours sincerely

Mary McGloin
DIRECTOR

MARY FEILDING GUILD

TERMS AND CONDITIONS

Salary	£26,500
Hours per week	39 hours
Hours of work	Mon & Tues 9am to 5pm; Wed – Friday 8.30am to 5.00pm
Days of work	5 days per week
Holiday	20 annual leave holidays and 8 bank holidays
Probation period	6 months

These terms are not binding and do not form any part of a contract of employment

MARY FEILDING GUILD

JOB DESCRIPTION – ADMINISTRATOR

POSITION: Administrator

RESPONSIBLE TO: Resident Services Manager (RSM)

Main Contacts Resident Services Manager
Director
HR Advisor
Team Members – Administrator (PT) Admin Officer & Bookkeeper
Residents
Registered Managers, Housekeepers, Maintenance Man
Members of House Committee – Volunteer Group
Board of Trustees

Job Purpose: With other members of the admin team contribute to the smooth and effective operation of a small, busy, friendly office which provides significant support to the running of the Guild. To assist Senior Management, and in particular the RSM, in the execution of their responsibilities for the management of the Guild by providing administrative support as required. To assist the Guild residents in their day to day queries.

PRINCIPAL RESPONSIBILITIES

General Administration

Be available to answer queries or matters arising from residents and provide support as appropriate to the role.

Be the first point of contact for all callers (in person or by telephone) welcoming them in accordance with the Guild's standard and ethos and offering all visitors refreshments. To screen all callers as required before forwarding them onwards.

To undertake a range of administrative tasks for which full training will be provided. To keep updated on the relevance of these tasks and to suggest improved ways of working to maximise our efficiency.

With the other administrator keep up-to-date records of confidential list of residents including, but not limited to, Monthly Residents Figures, Register of Residents, Catering Figures, Activities Figures, Birthday list, etc.

To work closely with all members of the administration team to maximise the effectiveness of the administration in the Guild.

With the other administrator maintain the Guild's maintenance contracts file which is a statutory requirement and assist RSM by providing timely reminders of regulatory checks to be carried out.

To share responsibility for the printer/fax/photocopier and other office equipment, ensuring their effective working at all times.

To carry out research in the purchase of equipment and other items as required.

MARY FEILDING GUILD

Supporting Management

To assist the Director as required in the context of the role including the upkeep of filing, maintaining her diary and any other tasks as required.

To carry out confidential work for the Director as required with the utmost discretion.

Assisting the RSM

To take all initial enquiries from prospective residents, assessing their general suitability for the Guild, in accordance with our criteria. To complete an initial enquiry form and to schedule appointments for the RSM to interview.

To act as first point of contact for all prospective permanent residents once date of admission has been agreed, and to follow up any queries.

To co-ordinate administration/queries relating to trial stay residents.

To support the RSM in the planning and organising of events as required.

HR Administrator

Maintain the Guild's training records which are a statutory requirement

To support the HR Advisor with administration relating to recruitment, interviewing and documentation for new employees.

To carry out HR filing as required whilst maintaining the highest standards of confidentiality.

Keep up to date with current policies and procedures as laid down by the Guild in the appropriate file and to disseminate to existing and new staff, ensuring collection of receipts of same.

Keep up to date with the information laid out in the Health and Safety file and the COSHH statement.

To assist in the administration of PR and fundraising events as required.

To carry out any reasonable request commensurate with the role and responsibility.

Consequently, the role is expected to develop and the job description will be reviewed. As the Guild is a small charity, a flexible approach is essential.

To fully participate in staff meetings and training activities as appropriate.