**CROCUS CANCER SUPPORT CENTRE**

**JOB DESCRIPTION**

**Job Title:** Senior Office Administrator

**Accountable to:** Board of Directors

**Reports to:** Line manager staff liaison

**Job Location:** CROCUS Cancer Support Centre

19 The Grange

Plantation Walk

Monaghan Town

**Hours:**  30 hours a week

Mon – Friday 9.00 - 4.00pm

Probation period 6 months

**Remuneration:**  Commensurate with experience

**Holidays:**  20 days per annum, plus bank holidays (pro rata)

**CROCUS Cancer Support Centre**

CROCUS Cancer Support Centre is a registered charity that provides practical support to anyone whose life is affected by cancer. This can be the person living with cancer, or a family member, close friend, carer or partner. From our Centre in Monaghan we offer in person counselling, complementary therapies, befriending and a range of information services. In more recent years CROCUS men’s den has been established and we have secured a transport vehicle to offer transport to and from appointments for members. A newly established peer support coordinator works directly with members to develop an individual care plan for the member and their families’ needs. We are now seeking a senior administer to support the smooth running of the office.

**Objectives of this Role**

To maintain a welcoming and efficient centre;

To work alongside the Peer Support Coordinator to support the delivery of quality and appropriate services for members and their families

To establish and build good relationships with members, peer support staff, counsellors, complementary therapists, befrienders, volunteers, trustees, personal fundraisers, the regional cancer community and the local business and charity community.

**KEY ACCOUNTABILITIES**

1. **Administrative support CROCUS Centre**

Maintain reputation and ethos of CROCUS (the Centre);

Support the peer group to lead, deliver and develop all aspects of Centre activity;

Support CE staff - befrienders and volunteers, peer staff (by arranging or by providing as relevant and appropriate - recruitment, training, ongoing support, supervision, retention and performance appraisal to maximise the potential of all)

Supporting those impacted by cancer in an empathetic responsive way

Delivery and development of services working with peer members and the peer support coordinator, to maximise facilities and initiate new ways of working as appropriate.

Work cooperatively with the counsellors, ambassador, complementary therapists, befrienders, volunteers and trustees.

Attend regular BOM meetings as required providing updates and reports for each.

1. **Supporting those affected by cancer in an empathetic and appropriate manner**

Seek to maximise delivery of high quality and appropriate services.

Develop suggestions for additional relevant services and delivery methods, based on needs, research and emerging trends;

Adapt, as required, service delivery to meet the needs of those affected by and living with cancer;

Ensure courteous and welcoming reception is provided for all clients/visitors making contact, by whatever method, with the Centre;

Maintain confidentiality at all times;

Develop and maintain accurate record keeping systems, in compliance with the current legislation;

Ensure Centre procedures are developed and maintained to be inclusive of client needs;

Regularly review cancer-related information and assess its relevance for holding in Centre;

Ensure sufficient and relevant materials are available at all times.

1. **Developing and maintaining links in the community**

Actively work with the local community to maintain and promote further the charity's profile, attending meetings and events as appropriate;

Developing and furthering positive networks with local hospices and other cancer-related groups and organisations;

Maintain contact with current and potential supporters of CROCUS Cancer Support Centre, understanding and fostering volunteer opportunities across the charity;

Support fundraising volunteers, both individual and corporate, including providing leaflets, stands etc;

Establish a volunteer peer support panel.

Ensure CROCUS logo is used on all publicity;

Provide details of fundraising activities and other updates for inclusion in newsletter.

1. **Administration and Centre operations**

Centre to be maintained to highest standards possible, oversee upkeep of décor/tidiness, both internal and external – to provide a welcoming environment to all who visit/work there;

Control finances through Centre and ensure all financial and acknowledgement procedures are followed - donations, collecting tins, petty cash, first point of liaison with Accountant, Gift Aid declaration and reports;

Ensure all befrienders/volunteers/staff have up-to-date garda vetting -checks in accordance with Safeguarding Policy

Organise regular meetings with staff/befriender/volunteer meetings to ensure smooth internal communications, and promote co design of service improvements and support

Provide Centre information to support charity’s external communications;

Ensure correspondence, telephone enquiries and information requests are dealt with promptly and courteously;

Oversee transport services coordinating the volunteer drivers

Provide regular reports on service usage to Management Committee and Trustees, and for use in grant applications;

Work to streamline and modernise administrative processes, including the development of a CRM (data system);

Maintain and develop all required Policy Handbooks, including Volunteer Handbook and Building Manual;

Ensure current First Aid cover is maintained;

Responsibility for fire detection equipment being checked regularly;

Act as primary key holder.

**Person Specification**

**Skills and Experience Required**

The following cover a range of skills and experiences, all of which we consider important for the successful post holder. We have not listed them as essential or desirable as we wish to encourage applications from individuals with a wide range of experiences/backgrounds and a willingness to learn new skills. Please use this indicative list to assist you in your application. For applicants invited for interview we will be using these topics as a basis for our questions.

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| * Strong interpersonal skills with experience providing support to staff and or volunteer management |
| * Management of operational day-to-day activity |
| * Background or experience or interest in working within a cancer support setting |
| * Experience of working in non-profit /community sector |
| * Ability to plan, develop and deliver sustainable change |
| * Leadership, and development skills |
| * Awareness and understanding of/ experience of client confidentiality |
| * Good level of written communication skills - acknowledgements, reports, grant funding applications (as applicable) |
| * Strong administrative skills with IT skills (Word, Excel, Outlook) and to include use of social media channels |
| * Ability to work together as part of a team |
| * Experience of working with data and preparing reports |
| * A good understanding of the peer support model |

**General and Personal Attributes**

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| * Innovative and resourceful |
| * Leadership |
| * Decision maker |
| * Self-starter with positive approach |
| * Excellent interpersonal skills |
| * Ability to understand, maintain and share the ethos of the charity |
| * Attention to detail |
| * Empathetic approach |
| * Team builder |

Some out of hours work is likely to be required. It is expected that the successful candidate would be willing and available to be flexible in their hours to cover weekends and evening activities on occasion.

The job description is not exhaustive and will be reviewed from time to time with the post holder and amended if appropriate to suit the changing needs of CROCUS Cancer Support Centre .