

Job Description & Person Specification

Job Details

Job Title:	Upper Norwood Library Trust Senior Administrator (Maternity Cover)
Job Location:	Upper Norwood Library Hub & in the community
Reporting to:	Hub Director
Hours of Work:	35 hours per week. Flexible working. Some evenings & weekends will be required.
Contract:	Fixed Term Maternity Cover – 10 months to start from 17 th June 2024
Salary:	£27,000 prorated (paid as £2,250 gross per month)

About the Upper Norwood Library Hub

The Upper Norwood Library Hub (UNLH) provides lifelong learning & opportunity for local communities & design inclusive spaces for learning, wellbeing & the arts that support local communities & protect & sustain libraries. UNLH sits on the cusp of 5 London Boroughs (Croydon, Lambeth, Bromley, Southwark & Lewisham). Our professional library service is delivered by Lambeth Council, co-funded by Croydon Council; working in close partnership with the library & Council teams. We work in close partnership with library services, statutory & voluntary sector partners, connecting us to multiple communities & deeply rooting us into the heart of South London. Our library hub operates a co-created community programme focusing on sharing & learning, health & wellbeing, venue & performance & outreach activities. We promote equality through information, education, wellbeing & creative programmes that create open access & widen participation.

UNLH is managed by the Upper Norwood Library Trust (UNLT - an independent charity), formed in 2012 by local residents & a strategic priority is that we are 'of' our community not 'for' our community to ensure resident voice is central within the organisation.

About the Post

UNLT is seeking an experienced administrator to provide 10 months maternity cover for key administrative support to our Director & team. You will be responsible for the range of administrative tasks across the charity - facilities, visitor support, projects, HR & finance. Our successful candidate will have excellent planning and organisational skills. They will demonstrate meticulous attention to detail, and be highly efficient as well as very flexible.

We're seeking someone who is highly proactive and capable of working with, and across, a range of people – inside and outside of UNLT. The role's success depends on delivering competing priorities and projects to different deadlines. This means we're looking for evidence of well-developed skills in communication (oral and written), negotiation and persuasion.

This is an interesting and varied role, with responsibility for many different areas of governance & service delivery. It is an excellent opportunity to gain hands-on experience and understanding as to how a small charity like UNLT operates.

About You

You must be able to demonstrate a genuine enthusiasm for this opportunity to support a small charity's work within the community. Ideally you will already be living within the community, although this is not essential.

You will play a key administrative function across the charity, so you must be able to demonstrate an ability to work in a positive and collegiate manner as part of our small team. You must be willing to work to deadlines, in a calm and professional manner, even if that means occasionally having to change existing plans in order to deliver what is required. You must be someone with a 'can do', 'will do' approach, cheerful and personable in personality as you will represent the charity when discharging your various activities.

We will seek evidence of these personality and behaviours when reviewing your application.

Main duties & responsibilities:

Director & Board Support

- Providing administrative support for the Director, Board, and Sub-Committee meetings by taking notes/minutes.
- Undertaking general administrative duties as requested.

Room bookings

- Administering the room bookings & contracts across hires programme to maximise occupancy.
- Keeping the organisational calendar up to date.
- Updating room hire marketing materials and advertising the rooms.

Facilities

- Monitoring shared email inboxes & phones – logging, fielding, & actioning requests & calls as appropriate, ordering office supplies and acting as a Fire Marshall & First Aider.
- Being the first point of contact to meet and greet hub visitors.
- Administering the annual programme of facilities inspections & health & safety records.
- Opening/closing the building:
 - Ensuring smooth delivery of regular activities & services in the building.
 - Setup and takedown room requirements.

Projects

- Administering the setup, marketing, delivery & monitoring of funded projects.
- Setting up outreach visits to community partners including voluntary sector organisations, local schools, businesses, community organisations to advertise projects & services, building engagement for projects from community members & local leaders.
- Recruiting volunteers for the hub café.
- Ordering project supplies as necessary.
- Administering project deliverables with the team.
- Working to achieve KPI's, project & activity targets to meet our funded commitments.
- Keeping the website up to date.
- Administering project feedback & annual service feedback questionnaires.

HR

- Administering recruitment for casual event team workers.
- Ensuring recruitment applications are dealt with & responded to effectively & promptly.
- Keeping contact details & other records up to date.
- Scheduling interviews, sending offer letters, obtaining references, & carrying out checks for selected candidates.
- Administering out of hours rota cover.
- Collating monthly time sheets.
- Administering in-house training records.
- Administering DBS checks.

Finances

- Administering invoices through our accounting software.
- Ensuring all income & expenditure is coded, logged correctly & reconciled.
- Managing the finance email inbox for all payment related requests or queries – following up where approval or information is outstanding per the expense.

General requirements

- Adhere to the Upper Norwood Library Trust's guidelines, policies & procedures.
- Contribute to the overall ethos/work/aims of the organisation.
- Participate in training, other learning activities & performance development as required.
- Take part in the Trust's performance management system.
- Participate in & contribute to team meetings.
- Take personal responsibility for safety as outlined in the Health & Safety at Work Act 1974.
- Commitment to Equality & Diversity.
- Comply with the requirements of the Data Protection Act 1984 & the Computer Misuse Act 1990.

This is a description of the main duties & responsibilities of the post at the date of production.

The duties may change over time as requirements and circumstances change. The person in the post may also have to carry out other duties, which are both reasonable and necessary, from time to time.

Person Specification

Qualification	Essential	Desirable
Educated to degree level or equivalent		X
Business or Retail Management qualifications an advantage		X
Experience		
Working in a public facing customer service orientated role	X	
Previous administrative experience in a not-for-profit organisation		X
Finance assistant experience		X
Team leader or line management experience		X
Working as part of a team	X	
Website administration		X
Knowledge		
Knowledge of equal opportunities & experience of working with people from a range of backgrounds in a multi-cultural local community	X	
Knowledge of child protection legislation & working with vulnerable adults		X
Knowledge of Health & Safety legislation		X
Good understanding of the importance of confidentiality	X	

Skills		
Excellent attention to detail	x	
Strong written & communication skills	x	
Ability to multi-task & work effectively in a busy working environment with a can-do attitude	x	
Ability to use MS office (Word, Excel) Internet & Email, project management systems & databases	x	
Ability to manage own time to prioritise work, meet deadlines within a complex & wide-ranging programme	x	
Ability to solve problems, think creatively & work independently	x	
Ability to adapt readily & respond constructively to change & be flexible	x	

Term of contract / Hours

You will be employed on a fixed term contract, to cover maternity leave, for 10 months ideally commencing 17th June 2024.

This is a full-time position, 35 hours a week.

Some evenings and weekends will be required as the team cover a monthly rota to provide cover when the facility is open.

Flexible working is supported, within the boundaries of role delivery, which we are open to discussing at interview.

Benefits

- 25 days paid annual leave plus 8 English bank holidays
- Auto-Enrolment Pension Scheme (5% employee and 3% employer)
- Employee Assistance Programme (EAP)
- Training provided, along with ongoing mentoring, as necessary.

How to Apply

UNLH values diversity and difference. A vital part of this is ensuring we are an inclusive organisation that encourages diversity in all respects, including diversity of thought. We particularly welcome applications from people from ethnically diverse backgrounds, LGBTQ+ communities, people with neurodiversity and /or disabilities, and from different socio-economic and educational backgrounds.

To apply please send your CV, with a letter no longer than 2 sides of A4, outlining how you think you meet the requirements of the role to the UNLH Director, Jenny Irish Jenny.Irish@unlt.org

Deadline for applications 12pm Thursday 9th May 2024. Interviews will be held onsite Wednesday 15th May.

Equality & Diversity Monitoring

The Upper Norwood Library Trust wants to meet the aims and commitments set out in our Equality, Equity, Diversity and Inclusion Policy. This includes not discriminating under the Equality Act 2010, and building an accurate picture of the make-up of the workforce in encouraging equality and diversity. The organisation needs your help and co-operation to enable it to do this, but filling in this form is voluntary. The information provided will be kept confidential and will be used for monitoring purposes. <https://forms.office.com/e/D1P5s9XCc9>