

Part time Administrative Assistant/Secretary at Bishop's Stortford Food Bank (Registered Charity no. 1154800)

Summary

Bishop's Stortford Food Bank (BSFB), a registered charity, are seeking to employ a part time Administrative Assistant/Secretary in their office at the Methodist Church in South Street, Bishop's Stortford.

Role

The post will involve assisting the BSFB Co-ordinator in the day-to-day administration of the Food Bank and also acting as Secretary to the BSFB Trustees.

Terms and Conditions

As Administrative Assistant you would be initially expected to work from 10am until 1pm on Monday, Tuesday and Thursday (9 hours a week). As Secretary to the Trustees you would also be asked to attend (by Zoom at present) trustee meetings, which usually take place in the evening approximately four times a year. Your salary would be £10 per hour.

This is a fixed term contract for 6 months (although the post might be extended beyond that period should the Food Bank require it).

Essential Requirements

Good communication skills: The role involves interacting diplomatically and sensitively with clients and a range of other stakeholders on the phone, by email and (when conditions allow) in person.

Writing skills: The Secretary role will require the ability to take notes and produce succinct minutes.

IT skills: Particularly the ability to use Microsoft Word and (with training) Excel.

Good organisational skills: The role requires the ability to prioritise and although the post will be supervised by the BSFB Co-ordinator it will require them to work independently at times.

Discretion: The role calls for a maturity of outlook and the ability to handle confidential information appropriately.

Key Tasks:

1. Administrative Assistant

Monitoring the BSFB email account

- Flag up any urgent emails for the attention of BSFB Co-ordinator.
- Reply to general enquiries as appropriate.
- Forward other emails to the relevant person (e.g. financial matters to BSFB Treasurer, school matters to BSFB School Ambassador, media issues to BSFB Chairman).

Processing Virtual Vouchers and preparing the Delivery Labels for HT Church team

- Process the Virtual Vouchers as they are received from our partner Agencies.
- Write Delivery Labels and forward to HT Church.
- Maintain manual list of each delivery for BSFB Co-ordinator oversight.
- Flag up anomalies in Virtual Voucher requests and pass to BSFB Co-ordinator.

Managing the process of Volunteer Applications

- Send out Volunteer Application Forms to people when requested and process replies.
- Follow up references when applications are returned.
- Print & collate new Volunteer Induction packs and ensure that new volunteers receive them.
- After approval, enter new volunteer on Three Rings Database.

Manage the day-to-day management of Three Rings (rota software)

- Check the weekly shifts and flag up any immediate gaps to BSFB Co-ordinator.
- Edit as required the daily shifts, according to emails received from volunteers.
- Edit as required the list of volunteers.
- Send emails as required on behalf of the BSFB Co-ordinator and Trustees via Three Rings.

Management of the BSFB Telephone

- Answer telephone calls and monitor text messages and voicemail messages.
- Draw BSFB Co-ordinator's attention to urgent calls or messages, or to other trustees in their absence.

Purchasing for BSFB

- As required, make purchases on behalf of the BSFB Co-ordinator, using the BSFB debit card.
- Monitor the arrival of purchases to ensure what has been ordered has been in delivered.

Communication with 'Partner Agencies' in the local community

- Maintain a database of 'partner agencies'.
- Communicate on a three-monthly basis in order to maintain positive relationship.
- Monitor and manage the 'partner agency' signature authorisations; send out requests for signature authority as required.

Assisting BSFB Treasurer in financial matters

- Assisting in financial administration e.g. sending expenses receipts to and liaising with book keeper.

General administration

- To include word processing and other clerical duties.

2. BSFB Secretary

Acting as Secretary at BSFB Trustee Meetings

- Assist BSFB Chairman in creating an agenda for meetings.
- Take minutes at BSFB Trustee meetings.
- Write up minutes of meetings.

Retaining charge of BSFB documents

- To ensure that BSFB trustee documents and minutes of meetings are filed and kept available.