



Job description

Post Title:	Office Administrator
Hours:	22.5 hours per week across 3 days (flexible)
Reporting to:	Penny Rist/Ginny Swaffer/Conti Barnard
Location:	Moxham House, Tunbridge Wells

About us

Crossways Community is a growing Christian charity with a passion to see better mental health in our community. Crossways has a proven track record in providing residential care and support for adults with acute mental health issues, gives residents valuable life skills and work experience and promotes awareness of mental health issues within schools, churches and the local community. We run a successful café, "The Kitchen Table" on Camden Road and have recently launched "Flourish", a community gardening project in the heart of Tunbridge Wells.

Purpose of the Job

To perform such administrative, organisational, and secretarial duties as required for Moxham House and Culverdale. You will also be required to assist with the administration and coordination of training for all staff across the organisation. High levels of attention to detail, strong proficiency in Word and Excel, calmness under pressure and an ability to multi-task will be key. Strong computer literacy ability with a willingness to learn new internal systems.

Main duties of the post

- Assist in the preparation of payroll spreadsheets to ensure that staff shift patterns, sickness, and holiday are accurately reflected.
- Record and update sickness and holiday absence onto the inhouse HR system.
- Coordinate, book and record training courses for Moxham House, Culverdale and the Admin team and liaise with the Office Administrator at London Road to ensure training courses offered are delivered consistently and effectively across the organisation
- To type/write letters, emails, reports etc for and on behalf of the House Managers, with a high degree of confidentiality
- To answer the telephone, take and record messages and give information as appropriate
- To undertake periodic reviews of the general office files and to ensure that filing is kept up to date in line with GDPR regulations
- Take and distribute minutes at meetings
- Dealing with incoming emails, calls and post
- Be responsible for updating and maintaining online folders and files.
- To be willing and able to learn new systems and to be able to troubleshoot problems, as well as be able to help others in your team to learn how to use any new systems implemented.

- To create, distribute, and summarise resident, family, and stakeholder annual surveys.
- Manage and up-date in-house policies and team responsibilities.
- To undertake other office duties as directed by the House Managers/Operations Manager

Essential Qualities

- Willing to abide by Crossways' Christian ethos.
- Excellent English, verbal and written communication skills
- Excellent working knowledge of MS Word/ Excel/PowerPoint/Outlook/Windows.
- Ability to recognise and troubleshoot routine computer and printer problems.
- Experience in computer skills, able to do forms/mail-shots/surveys etc
- Excellent office skills: answering the phone, taking messages—filing and generally helping to organise the office
- Able to prioritise, plan work and meet deadlines
- Calm, confident, patient and flexible, good interpersonal skills, and able to work as part of a team, alone and unsupervised.
- Able to manage personal stress appropriately
- Tolerance and understanding of people with mental health problems.

Additional information

- Based at Moxham House 3 days a week, though flexibility may be required to work at other sites
- Responsible to the Moxham House Manager (and Operations Manager for training function) and through them to CEO
- The post will be subject to suitable references and an enhanced DBS check.
- Experience or knowledge of the mental health sector, whilst useful, is not essential
- Salary based on 22.5 hours £12,443 (£20,739 FTE)