

Full time Administrator Information for Candidates



Contents

Letter from the President.....	3
About Sangam	4
Role Description.....	5
Person Specification.....	7
How to Apply	7



Letter from the President

Dear Candidate,

Thank you for your interest in Sangam Association of Asian Women, a not-for-profit charity based in Barnet established and managed by Asian Women.

For over forty years, Sangam has been at the forefront of hands-on community service. Established in 1971, it provided activities for the distressed immigrants of Asian origin, to socialise and integrate into their new society. Today, its core activity is still the Advice Centre and Counselling Services which provide free services at to all those in the wider community requiring help and guidance. The consistent high standards of the services and the dedication of the volunteers have made Sangam one of the most respected voluntary organisations in UK and recipient of the Queen's Golden Jubilee Award.

Sangam's aim has been to keep abreast with the ever-changing needs of the community and expand its services accordingly. We give advice on immigration, welfare benefits, debt to name a few, and have now added Counselling services for Domestic Violence and Mental Health sufferers, as well as, Personal Debt counselling. We serve almost 6000 clients a year at our purpose-built centre of which the halls are hired out to generate income. Our aim is to raise funds for these deserving services that help empower socially and economically disadvantaged people.

We have a post of full time Administrator to provide administrative support to members of Sangam. They will be responsible and accountable for contributing to the smooth running of Sangam's communication systems.

Sangam is proud to confirm that we successfully meet the requirements and have the OISC Certification and the Advice Quality Standard Certification.

Working alongside a committed and experienced team of advisors, you will bring experience and professionalism to this role. If this opportunity inspires you and you have the relevant experience and excellent communication skills then we look forward to hearing from you.

Sudha Sanghani

President
Sangam Association of Asian Women



About Sangam

Sangam, a rare association in the not-for-profit sector, is managed by Asian women volunteers. It is now into its 40th year, and its purpose-built centre into its 20th year. Sangam was honoured to have The Centre inaugurated by the late Diana, Princess of Wales, in 1991.

Established in 1971 to help the influx of immigrants from East Africa who felt isolated and distressed, it provided activities for them to socialise and integrate into their new society. Today, its core activity is still the Advice Centre which provides free services to all those requiring help and guidance. The consistent high standards of the services and the dedication of the volunteers have made Sangam one of Barnet's most respected voluntary organisations. It has been at the forefront in providing the much needed support and help to the wider community.

Sangam has kept abreast of the ever-changing demands and needs of the community at large by providing different aspects of services. By researching and reaching out to the community, Sangam has got much needed funding for projects such as Domestic Violence Counselling for women, men and young people and the Young Dragons, a programme specifically aimed in developing and improving core life skills for young people aged between 15 and 25 years.

In 2006, Sangam was a proud recipient of the Queen's Golden Jubilee Award, a jewel in Sangam's crown, which has served to raise the profile of Sangam nationally for voluntary services.

What make Sangam exceptional is its neutrality, independence and self-reliance. Sangam's Advice Centre is largely funded by hiring out its halls and facilities. It is secular, non-political and open to all regardless of race, gender or disability. The impact to the society can be felt through the comments of appreciation by the clients who come to our advisors and counsellors. More than 6000 people a year are served by Sangam's Advice Centre, aptly considered by the local population as a pillar of the Barnet community.

The kind message from the Home Office on behalf of the Prime Minister read out on Sangam's 25th Anniversary sums up all: "One of Sangam's strengths is that it is managed by Asian women and so will provide a service sensitive to the needs of a group not always well-served by mainstream services. However it is to Sangam's credit that it is open to all – an example of social inclusion at its best".

Role Description

Position:	Administrator
Hours per week:	35 hours (alternate Saturday)
Salary:	£15,000 - £16,000 pa
Contract:	Permanent
Reporting to:	Charity Manager
Closing Date:	3 rd November 2017

Purpose

To provide administrative support to members of Sangam and rest of the organisation as appropriate. To be responsible and accountable for contributing to the smooth running of Sangam's communication systems

Main Duties

Administrative Support

1. Deal with all incoming emails, post and telephone calls for SANGAM promptly and appropriately
2. Meet and Greet users in the frontline office.
3. Book clients appointments with relevant advice workers, partners or solicitors
4. Maintain & update Advice Centre Diary on daily basis.
5. Maintain & update Hall Hire Diary as and when required.
6. Maintain an up to date list of the Board members.
7. Give receipts for any cash received and record in the finance system & provide copies to the Bookkeeper.
8. Pay cash and cheques into the bank promptly
9. Work closely with the Staff Team to assist in the smooth running of Sangam.
10. Participate in volunteer and staff support, training and induction as required.
11. Attend regular supervisory sessions with the Development Manager and provide verbal/written reports as appropriate.
12. Work in accordance with Sangam Equal Opportunities Policy, with Sangam's email and internet usage policy, with Data Protection regulations and any other relevant policies or laws.
13. Perform other duties as reasonably requested to do so by Board members of Sangam.

Resource Management

1. Manage database of contacts and donors
2. Oversee maintenance of the photocopier, fax, computers, telephone equipment and internet facility
3. Order office supplies and stationery ensuring adequate supplies at all times & oversee postage
4. Ordering and issuing ancillary equipment and documents
5. Check suppliers' invoices for accuracy, and give to Treasurer to pay
6. Obtain quotes from alternative suppliers as and when requested by the Manager or Board of Directors.
7. Ensure all IT records are appropriately backed up on and off site

Records Management

1. Maintain and update the organisation's internal records, including records of funding, management committee and general filing to a high standard
2. Maintain an up-to-date database of names, addresses, email and phone numbers of all SANGAM members, classes and other relevant contacts.
3. Oversee the administration of any Sangam recruitment, including advert placement, collation of information packs and mail-outs
4. Assist in processing statistics and monitoring
5. Prepare statistics for quarterly and annual reports, as required by funders/potential funders and as requested by the Development Manager
6. Update monthly Caretakers schedule.

Communications

1. Contribute to the production of external communications, for example the Annual Report, AGM invitations and regular newsletters.
2. Ensure adherence to Sangam's corporate branding
3. Ensure publicity materials are of a high standard and are up to date
4. Contribute to fundraising initiatives, offering administrative support as required
5. Prepare agendas for Sangam team meetings and circulate to staff with minutes from previous meetings
6. Attend staff & Board meetings and take minutes, circulate to Board members and staff once checked and approved
7. Circulate papers to Sangam Board members as and when requested
8. Design & Circulate newsletter & other Sangam information to Sangam members
9. Organise meetings with regard to booking rooms, arranging refreshments, confirming speakers, circulating members.
10. Organise the production of publicity materials for SANGAM as requested by the Development Manager, including briefing designers, obtaining print quotations, checking text etc

11. Organise the production of publicity materials for Sangam mailings, meetings and other events as requested by the Development Manager, including briefing designers, obtaining print quotations, checking text etc
12. Distribute publicity materials for Sangam by post and/or email, collate replies as necessary
13. Regular Updates to be added to Sangam website.

Person Specification:

Job Title: Administrator

ESSENTIAL CRITERIA

Skills:

1. Accurate keyboard/IT skills.
2. Understanding of and experience using websites, email and the internet.
3. Literate and numerate to a high standard
4. Experience of minute taking and report writing
5. Excellent organisational skills
6. Good, clear telephone manner
7. Ability to manage and develop administrative systems, including accessible filing systems
8. Excellent interpersonal skills, ability to deal with the public, service users, other staff members, outside contractors, other agencies etc.
9. Ability to work on own initiative, to deadlines and sometimes under pressure.
10. Ability to manage and prioritise multiple tasks.

Experience and knowledge:

1. Experience of providing a confidential secretarial or administrative support service
2. Experience of using a range of computer software, particularly Word, Excel, publishing and database programmes, email and the internet.
3. Commitment to Equal Opportunities in service delivery.
4. Commitment to and understanding of aims of SANGAM

Desirable Criteria:

1. Experience of working with designers/web designers
2. Ability to speak ethnic language – Gujarati or Hindi

How to Apply

Candidates need to fill in the attached application form.