



Centre Administrator Job Description

Job name	Centre Administrator
Reports to	Centre Manager
Key stakeholders	Trustees, Centre Leader, Centre Manager, volunteers and clients

Purpose of role

To support the Centre Manager in ongoing centre operations and develop its work in the community.

Main Responsibilities and Tasks

Operations

1. Ensure that, through the volunteer team, client contact is, wherever possible, responded to within 24 hours and that other contact is responded to within a reasonable timescale.
2. Manage the contact@ email.
3. Write the phone rota and ensure that the phone line is always directed to the appropriate volunteer.
4. Manage the online calendar, ensuring it is up to date.
5. Record all client statistics and report on these annually.
6. Carry out DBS checks for new volunteers and ensure that DBS status is reviewed every 5 years for all volunteers.
7. Manage the filing cabinet and cupboard, ensuring that leaflets and client paperwork are all readily available.
8. Manage the library, ensuring that practitioners and volunteers have access to a range of personal and professional development resources.

Financial sustainability

9. Support the Centre Manager to co-ordinate fundraising events and write grant applications.

Communications and stakeholders

10. Communicate the centre's news and appreciation to supporters on a regular basis.
11. Support the Centre Manager with external and internal centre events, including ticket sales, marketing and agendas.

Person Specification

Essential

- Strong affinity with and support for the objectives of Amber Crisis Pregnancy Care
- Experience of administration
- Excellent communication skills
- Ability to coordinate volunteers
- Solid understanding of Microsoft Word, Microsoft Excel and Google applications

Desirable

- Counselling Skills Level 2 or the willingness to study for this