



Job title: Premises & Admin Officer
Location: Derryvolgie Avenue, Belfast
Employed by: Positive Life
Key Relationships: Positive Life Services Manager and Informing Choices Director of Advocacy & Policy
Accountable to: Positive Life CEO
Salary: NJC Scale 4 - pt. 7 – £24,294
Hours: 35 hours per week (inclusive of 17.5-hour secondment to Informing Choices)
9.30am to 5.00pm; Monday to Friday
Some flexibility will be required for this role and will be remunerated through Positive Life's 'time off in lieu' policy.

Main purpose of job:

The postholder will work to support the Positive Life and Informing Choices staff teams. This is a client facing role that is integral to the smooth delivery of information and support services. The postholder will provide a full range of telephone triaging, reception, and admin support for both organisations and oversee the upkeep of premises ensuring they are maintained to a high standard.

Key duties & responsibilities include:

1. Client & Stakeholder Engagement

- To undertake reception duties acting as the first point of contact dealing in a professional manner with client and caller enquiries, referring on to staff as appropriate;
- To be responsible for triaging confidential helpline services referring on to staff and other providers as appropriate.

2. Support for Service Delivery

- To ensure an efficient system for booking client appointments with staff and sessional workers;
- To coordinate venue and logistical requirements for services delivered, managing appointments and room bookings;
- To co-ordinate external activities and events;
- To assist with the preparation of promotional materials & arrangements for external events as requested;
- To promote and distribute information booklets regarding contraception and sexually transmitted infections.

3. Information & Services Administration

- To contribute to monitoring returns and reports for funders;
- To maintain all client records in accordance with relevant policies and procedures and ensuring that client confidentiality is always protected;
- To ensure compliance with GDPR and Data Protection policies regarding client case records.



- To ensure that information and publications are accessible to all clients, visitors and available to the wider public on request;
- To maintain a database on the provision of sexual and reproductive health services in each health Trust;
- To provide admin support including recording meetings and producing minutes as requested and relevant.

4. Premises

- To maintain a supply of basic catering supplies e.g. tea / coffee / milk etc.;
- To work with the staff team to co-ordinate requirements for meetings as appropriate;
- To maintain office equipment, reporting any issues as relevant;
- To maintain a stock control system to ensure office supplies are preserved;
- To implement procedures to ensure the effective management of incoming and outgoing post;
- To maintain premises and related administrative matters to required standards in line with best practice and health and safety requirements to meet service user needs.

Working Practices

- To contribute to the effective delivery of services;
- To always operate in a way that is consistent with both charities values and legal responsibilities, including health and safety legislation and guidance, and equal opportunities policy;
- To promote the aims, principles, policies, interests, and well-being of both organisations, and protect their integrity and reputation;
- To take personal responsibility for skills and standards and ensure that essential training and development needs are met.

Summary of Main Terms & Conditions

- The position is permanent, subject to continued funding and satisfactory performance, and includes a 17.5-hour secondment to Informing Choices.
- This post is subject to an Access NI check.
- The starting salary for the post will be NJC Scale 4 – pt 7.
- Both charities operate auto-enrolment in the independently run NEST workplace pension scheme. From the date of permanent employment, you will become eligible to become a member of the scheme to which you and both organisations will contribute.
- Positive Life provides for Level 4 of the Foresight Health Cash Plan with Westfield Life.
- The annual leave entitlement commences at 25 days, and Positive Life recognises 11 customary holidays in the year.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and may be subject to change. All staff are required to be professional, co-operative, and flexible in line with the needs of the post.



Person Specification

1. Qualifications

Essential	A good standard of education with a minimum of five GCSE's, Grades A - C including English & Maths.
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2. Experience

Essential	Two years' experience in a role involving extensive face to face client contact.
	Two years' experience in the use of all Microsoft Office Applications in an office environment.
Desirable	One year's experience of co-ordinating arrangements for events and support groups in a variety of settings.

3. Skills

Essential	A proven ability to communicate effectively in person, in writing and over the telephone with a wide variety of individuals & stakeholder groups.
	A proven ability to earn and maintain the trust of people accessing Positive Life services including clients and partner organisations.
	A proven ability to prioritise and work on own initiative.
	A proven ability to contribute to a team with excellent interpersonal skills.
	A strong aptitude for administrative and organisational tasks and an ability to work on a variety of tasks whilst maintaining accuracy and attention to detail.

4. Other

Essential	A commitment to understanding and working to Positive Life and Informing Choices NI aims, values, principles, confidentiality and equal opportunities policies.
	A commitment to continuing personal development.
	A confident and personable disposition with an ability to work well under pressure.