

## Jersey Women's Refuge

### JOB DESCRIPTION

POST: Office Administrator  
HOURS OF WORK: 12 – 15 per week – by negotiation  
ACCOUNTABLE TO: JWR Management Committee  
PAY RATES: £14.30 – 15.81 PER HOUR (current rates as at Dec 2016)

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The Jersey Women's Refuge offers safe accommodation for women and their children suffering physical and emotional abuse. Clients do not need residential qualifications to receive help or to stay at the Refuge; they are given the opportunity to talk confidentially about their situation and offered advice and guidance appropriate to their needs by qualified staff.

Each year in Jersey there are over 1, 000 domestic incidents reported to the police, most of which women are the victims of. Countless other women suffer serious physical abuse – as well as verbal or emotional abuse – and do not report it. The needs of victims of domestic abuse span several service systems and may require the intervention of the criminal and civil justice systems, health and social services, child care, private sector and/or community agencies.

#### **Purpose of the job**

The Office Administrator is responsible for organising and coordinating office operations and procedures in order to ensure organisational effectiveness and efficiency.

#### **PRINCIPAL DUTIES:**

1. Ensure receipt and accurate recording of all monies received, payments made and invoices received and issued in accordance with internal procedures.
2. Ensure all income and expense items are accurately recorded on a timely basis. Ensure invoices are received, issued and paid on a timely basis and monitor petty cash, recording receipts etc., and topping up as required with cash withdrawals from JWR's bank account. On occasion, to prepare cash floats for fundraising activities.
3. Ensure Honorary Treasurer is informed of all transactions and provided with records and accompanying paperwork at the end of each month. Collate and distribute reports to form the JWR Annual Report and Accounts.
4. Record office expenditure and manage the budget
5. Implement and maintain procedures/office administrative systems, including ensuring filing systems are maintained, secure and up to date. Order stationery and office supplies as required.
6. Maintain accurate staff and volunteer personal records and advise Honorary Treasurer with regard to changes in personal details. Ensure overtime/extra duty claims are appropriately authorised prior to payment. Ensure payroll information is collated and submitted in a timely manner.
7. Liaise with the manager/deputy manager with regard to staff recruitment – updating job descriptions, application forms, advertising vacancies, arranging interviews, reference requests etc.
8. Manage the issue and receipt of R10 Tax certificates to individuals who have donated lump sums of over £100, forwarding the returned, signed, certificates to Income Tax Dept. for reimbursement.

9. Provide administrative support to the Management team, Outreach Department and Fundraiser as required. Perform other office related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES** (The knowledge, skills and attitudes required for satisfactory job performance)

Knowledge: The incumbent must be proficient in financial and general office administration and human resource administration. Experience of working with Quick Books is an advantage.

Skills: The incumbent must demonstrate excellent interpersonal, team building, analytical, problem solving and decision making skills; be an effective communicator, both verbally and in writing; demonstrate attention to detail and high levels of accuracy. They must be able to demonstrate effective organisational skills and be proficient in the use of computers including spreadsheet and word processing programs, and other office systems.

The ability to work under pressure and with the minimum of supervision is essential.

Personal Attributes: The incumbent must maintain strict confidentiality, be honest and trustworthy, respectful of the sensitivity of the Refuge and be flexible in their approach to work.

Qualifications and experience: Previous experience of office practice and financial and records management is essential. Ideally, the incumbent would have some formal qualification in office practice or bookkeeping but this is not essential.

#### **ADDITIONAL INFORMATION**

The successful applicant will have been resident in the island for a minimum of 5 years and will be required to undergo a States of Jersey DBS Police check.

After successful completion of a probationary period the post holder will be entrusted with a front door key to the Jersey Women's Refuge building. They must ensure that this key is kept safely and discreetly at all times.

The post holder will need to be aware of Jersey Women's Refuge Confidentiality Policy which she will be required to sign.

The post-holder's work may vary from day to day, according to circumstances; therefore the principal accountabilities only form an outline guide to the working routine. Some days will be busier than others, although after a number of weeks, the post holder may develop their own routine.