JOB DESCRIPTION

Job title: Office Administrator
Reporting to: Operations Manager
Location: OCD Action's main office in Islington, London EC1
Hours: 22.5 hours / week (3 days equivalent) ideally spread across 5 days
Salary: £20,000 per year pro rata (£12,000 per year)
Holiday: 15 days (25 days pro-rata) plus public holiday allowance

About OCD Action

OCD Action is the leading national charity focusing on Obsessive Compulsive Disorder (OCD), a debilitating mental health condition affecting around 1-2% of the population. We are here because OCD ruins lives, it tears families apart and leaves people isolated and exhausted. Our job is to help people affected by OCD to fight back. We provide support and information to anybody affected by OCD, work to raise awareness of the disorder amongst the public and frontline healthcare workers and strive to secure a better deal for people with OCD.

Job Purpose

In the newly created position of Office Administrator, your role will be to support OCD Action's staff team to deliver an accessible and responsive service. You will be the first point of contact for service users and others contacting the London office (by phone, by email and in person). You will also provide administrative support for the office as a whole and for the Charity's various project teams. This is a vital role in a small but dynamic national charity and an opportunity to be part of an enthusiastic team making a real and lasting impact on the lives of people with OCD.

Responsibilities

- Answer incoming calls to the office phone number, dealing with all callers appropriately, and in a friendly, helpful and efficient manner
- Greet and assist visitors to the office in an equally friendly, helpful and efficient manner
- Manage email queries that come into OCD Action's information inbox
- Receive and process mail and deliveries
- Monitor stock levels and order stationery and other resources as required
- Oversee the maintenance of all office appliances (including printers, franking machines etc) ensuring they are fully functioning and stocked with necessary supplies
- Oversee the work of the office cleaner and order or purchase cleaning products and supplies when needed
- Assist the Operations Manager in the general management of the London office and in ensuring health and safety in the workplace
- Assist in the recruitment, training and management of administration volunteers and ensure that all administration volunteers are supported in, and appreciated for, their work

- Help ensure that all volunteers working in the office are made to feel welcome, supported and appreciated for their work
- Process and file incoming invoices and expense claims, and assist with general financial administration
- Update the relevant databases with incoming donations, membership renewals and Gift Aid certificates
- Organise mailings to members, including acknowledgement letters for membership payments and donations, timed reminders for membership renewal, and newsletter mailings
- Assist in processing applications for staff and volunteer vacancies following OCD Action's policies and procedures
- Provide administrative support for all Charity events, including annual Conference, annual stakeholder event and AGM
- Provide general administrative and clerical support as may be requested by other members of staff and with the agreement of the Operations Manager
- Undertake other duties, appropriate to the role of Office Administrator and to the needs of OCD Action, as agreed with the Operations Manager

How to apply

To apply for this role, please send a CV along with a covering letter outlining why you are interested and how you meet the criteria in the person specification. Applications should be sent to philip@ocdaction.org.uk or by post to Philip Moore, Operations Manager, OCD Action, Suite 506-507 Davina House, 137-149 Goswell Road, London, EC1V 7ET

The deadline for this job application is 5.00 pm on Wednesday 31 October 2018.

Please note: Appointment to this position is subject to an enhanced DBS check and satisfactory references.