

Work with us: Welfare and Team Administrator

About Inn Churches

Inn Churches provides practical support to those who need it most across Bradford. We work with over 100 other community groups and organisations, and have more than 850 volunteers from 70 churches and the wider community in Bradford.

Our Welfare Hub works throughout the year to provide permanent and lasting change in the lives of people who are homeless or vulnerably housed, including guests of our Winter Shelter, which provides emergency bed spaces over the coldest months of the year. We offer practical support to keep some of the most vulnerable people across Bradford warm and healthy and we have provided over 10,000 bed spaces to people without any accommodation since we started.

Our Food Hub works to tackle food poverty through intercepting, sorting and distributing surplus food to community groups and foodbanks across Bradford, and through our social supermarket, providing access to affordable fresh and long-life food on any budget. We are also developing the **FoodSavers** Network of affordable food outlets combined with access to the Credit Union.

Our Cooking Hub provides food and healthy eating education to schools, community groups and individuals, as well as turning unwanted food into healthy and delicious meals in our pay-as-you-feel café, and into recipe parcels for people to cook at home.

Our staff team is made up of a full-time CEO and seven other permanent staff, working varying hours. This is complemented by a number of regular and occasional warehouse volunteers.

About the role

The Welfare and Team Administrator will provide administrative support to our team, providing a 'receptionist' function for the organisation and coordinating the administration of some of our services, primarily our welfare support services.

How to apply

Applications for the post are invited from those with the relevant skills, experience and passion. To apply, please send:

- the enclosed application form
- your CV (including your qualifications and full employment history)
- a covering application letter explaining why you would like the job and how you meet the person specification.

Send your application to Juli Thompson by email (juli@innchurches.co.uk), or by post / by hand to Juli Thompson, Inn Churches, The Storehouse, 116 Caledonia Street, Bradford, BD4 7BQ. Please also contact Juli for further information or an informal visit.

Closing date: noon, Monday 1st August 2022 **Interviews:** w/c 8th August 2022

Job description

Role details

Job title:	Welfare and Team Administrator.
Line manager:	Juli Thompson, Inn Churches CEO.
Contract:	Two years
Place of work:	Inn Churches, The Storehouse, 116 Caledonia Street, Bradford BD4 7BQ. The role <i>may</i> also involve travel to around Bradford to make deliveries.
Hours:	16 hours per week over 4 days (usually 4 hours per day, Mon-Thu).
Holidays:	12.8 days p.a. (22 days p.a. plus 8 statutory holidays, pro rata).
Salary:	£8,320.00 p.a. (£19,500 p.a. pro rata) / £10.00 per hour.
Pension:	Inn Churches will make employer contributions to your pension at 3% of your salary, provided you do not opt out of your workplace pension.

This job description is intended to provide a guide to the general duties and responsibilities of the post. It should not be regarded as a contract. It will be reviewed regularly and may be varied at the discretion of Inn Churches. A more specific list of tasks will be agreed with your line manager.

Purpose of the role

- To provide a 'receptionist' function for the organisation, answering the phone and responding to emails and other external contacts
- To coordinate our Starter Pack and Warm Homes Healthy People provision, maintaining the administrative systems behind them and liaising with referrers and clients as necessary
- To carry out office administrative tasks
- To provide administrative support to the Inn Churches team

Inn Churches has a small staff team and staff members often help out colleagues in other areas as needed or directed. There is some scope to shape the role depending on the strengths of the successful applicant, within the context of the skills of the rest of the team.

Main duties and responsibilities

Receptionist

- Answer the office phone, respond to enquiries and ensure that messages are passed on to the appropriate person.
- Respond to, or direct to the appropriate person, external emails to the main Inn Churches email address.
- Welcome visitors to the offices.
- Handle requests for room bookings, catering and other events, liaising with the appropriate staff members.

Welfare administration

- Monitor the referrals system for new referrals. For each new referral, fill in a starter pack form and liaise with the warehouse team to ensure the correct starter packs are made up.
- Email referrers to notify them of starter packs ready to collect.
- Follow up uncollected starter packs.
- Keep the referral spreadsheet updated when starter packs are collected.
- Monitor the Warm Homes Healthy People referral system for new referrals, and transfer to our referral system as they arrive. Fill in a Warm Homes form, contact the client to determine their needs, and arrange for their food parcel and bedding to be delivered.
- Keep the referral spreadsheet updated when Warm Homes referrals are delivered, and update the Warm Homes referral system with progress.
- Support the Business Manager with the processing and distributing of Acts435 funding.

Office and team administration

- Maintain supplies of office supplies, placing orders with suppliers as necessary.
- Ensure that the office remains organised and tidy.
- Help to maintain good communication between staff members working in different locations, to ensure that messages are passed to the correct person, and information is disseminated across the team as necessary.
- Maintain a team calendar of events and activities.

Personal development

- Undertake training and development opportunities as agreed.
- Undertake occasional tasks in cooperation with Inn Churches colleagues, as agreed with the line manager, in order to gain additional skills and knowledge relevant and of use to the overall operation of Inn Churches.

Additional tasks

- Work within the framework of Inn Churches' values, ethos, policies and procedures.
- Undertake additional tasks and responsibilities at the request of the line manager.
- Deputise on occasion and as appropriate for other colleagues as agreed with the line manager.

Person specification

	Essential	Desirable
Education	5 GCSEs grade A-C (including English, Maths)	Level 2 ECDL / ICDL / CLAIT or equivalent computer driving licence / IT skills qualification or Level 2/3 Business Administration, Management Administration or similar qualification
Experience	Experience of, and confidence in, using Microsoft Excel / Google Sheets and Microsoft Word / Google Docs.	Experience of administering a referral system.
		Experience of dealing sensitively with clients or service users.
		Experience in a 'front-facing' role, engaging with phone and in-person enquiries.
Knowledge		Knowledge of safeguarding principles and practice in working with vulnerable adults.
Skills	Excellent written and verbal English language skills.	Able to liaise, work with and network effectively with a range of external agencies.
	Able to communicate effectively with and relate to people from any background or context.	Hold a full clean driving licence and have access to a vehicle.
	Fluent in using email, a word processor and spreadsheets. As a minimum you should be confident using filters, simple formulae and tables.	
	Strong attention to detail and methodicalness.	
	Able to organise and prioritise own time and workloads.	
	Self-motivated and responsible, able to act on own initiative and with minimal supervision.	
	Able to work as part of a team.	
	Able to maintain and update accurate records.	
Attitude	Willingness and commitment to work within the Christian values, motivations, vision and aims of Inn Churches.	