



Administrator

Part-time: 16 hours per week over 4 days

Permanent

£22,000 pro-rata

Introduction

MRS Independent Living (MRS) is a well-established user-led independent charity working in north-east London with older people and people with disabilities.

MRS has undergone some major changes in its service provision over the last year. Currently our services include:

- a community-based strength and balance programme known as Staying Steady
- a therapeutic decluttering programme
- a number of peer support initiatives
- the provision of small adaptations and aids

Our project staff exercise a high level of responsibility for the management and direction of our services.

Responsible to: Staying Steady Lead and Adaptations Manager

Location: MRS's office is currently based in Dalston, Hackney, but in February 2019 will be moving to Woodberry Down in Hackney.

Overall purpose

- To ensure the smooth and efficient running of MRS's office and our main services and projects on a day-to-day basis.

Main duties

- To manage incoming referrals and requests for the Staying Steady and home adaptations services, respond to queries, place orders and liaise with project staff to book tasks.
- To make appointments and book meetings for project-related activities.

- To provide a reception and office management service, including answering the phone, monitoring shared email inboxes and purchasing office supplies.
- To record and file incoming invoices electronically.

Person specification

Essential

- To communicate effectively and with empathy with the full range of service users reflecting Hackney's diverse communities. Some of them confront a range of challenges around communication.
- Experience of office administration and diary management.
- Good IT skills and confidence using Microsoft Office, Google products and other online tools (such as Trello) to coordinate work.
- Warm and friendly communication style.
- Ability to work as part of a small team, which may mean flexibly adapting to new work as it arises.
- Ability to communicate all aspects of the work of the organisation.

Desirable

- Experience of working with community and voluntary sector organisations.