

**Office Admin &
THCAN Referral System Administrator
Job Description**

Employer: Island Advice Centre (IAC)
Address: Island House, Roserton St, London E14 3PG
Title of Post Office Admin & THCAN Referral System Administrator
Responsible to: IAC Advice Service Manager / THCAN co-ordinator
Salary: £27,200 FTE (SCP3 inc London Weighting) pro rata
Inc. 8% employer's pension contribution
Hours: 21 hours pw – flexible hours
Annual leave: 25 days pro rata plus Bank Holidays pro-rata
Contract: Permanent
Location: (office based) Island Advice Centre,

Job Summary:

We are looking for someone with strong IT skills, organisational skills and communication skills to join our team.

The role will be to support Island Advice Centre with admin & IT tasks and also the administration of the THCAN referral system..

Responsibilities:

- To support office and staff with IT task (managing and updating volunteers and staff laptops /-profiles/licences ect...)
- To support the office with general Admin duties (such as stationary orders, managing calendars, appointment reminder, timekeeping (staffs & volunteers)
- Keeping websites up to date (THCAN and island Advice Centre)
- To carry out weekly monitoring of referral activities on the system and contact organisation accordingly
- To engage with organisation in view of registering new members to the THCAN network
- To provide training, administrative and technical support to users of the THCAN Referral System and
- To carry out other tasks and activities as delegated by the Advice Service manager and THCAN co-coordinator

General Duties

- To maintain a duty of confidentiality in respect of all client matters at all times
- To abide by all IAC policies and procedures and to implement any relevant practice guidelines
- To attend the office at the required hours
- To undertake any other duties commensurate with the post as per the requirements of the THCAN Steering Group and the IAC Board

Person Specification

The role requires commitment and dedication from the applicant and this must be apparent in the application form and interview.

Essential Skills

1. To be familiar with the aims and objectives of island Advice centre & THCAN
2. Experience in providing IT support
3. Experience using Microsoft Suite
4. Understanding of data analysis.
5. Ability to manage websites
6. Good organisational skills
7. Ability to prioritise multiple tasks
8. A commitment to applying Equal Opportunities in the workplace.
9. Good standard of literacy and numeracy.
10. Good communication skills and ability to work as part of a team
11. Ability to work flexible hours.

Desirable Skills

1. Social media skills
2. Knowledge of local area and organisations within the area.
3. Knowledge of the voluntary sector.