

**Job Description**

**Title:** Community & Families Administrator & Project Support

**Location:** Oasis Hub Waterloo (including Oasis Centre, Oasis Playspace, Oasis Academies Johanna & South Bank), 1 Kennington Road, Waterloo, London SE1 7QP

**Hours:** 16 hours per week, 0.4FTE (2 days a week inc Thu mornings)

**Salary:** Grade G

**Working schedule:** Weekdays – can be flexible in hours/days

**Line Manager:** Community & Families Manager

**Line management of:** n/a

**Purpose of job:** In liaison with the Community & Family Manager, to administrate and support the delivery of Community & Families work in and through Oasis Hub Waterloo into the local community, in accordance with the ethos and values of Oasis Charitable Trust. This role is largely focused on administration within the Community & Families team, with capacity for some hands on delivery facing work focused on supporting those within the Oasis Community who have multiple and complex needs – including practical, pastoral and emotional support, - and are experiencing, or at risk of experiencing poverty and/or other crisis’.

The Small Project is a baby clothes library. It provides good quality, second-hand items to local families encouraging a sharing economy across families locally, as well as supporting those in need. Face to face delivery will be necessary on Thursday mornings, but other working hours can be flexible and designed in agreement with line manager.

**Specific Duties:**

To administratively support the wider Family Support across Oasis Hub Waterloo:

* Work alongside the Community & Family Manager to provide administrative support, using simple referral, finance and reporting system
* To implement administrative systems and manage a referral system and sign up processes, where appropriate
* To complete monitoring & evaluation information, and reporting for Community & Family projects
* To assist with the administration of key events, holiday programmes and other family support activity.
* To create publicity for relevant activities
* To research appropriate funding streams, to inform relevant members of the team of potential funding lines and support the lead worker in developing a bid
* To keep the family webpage up to date with relevant information
* To answer enquiries about our programmes and delivery, and pass any communications on to the relevant person

Small Project:

* To be the lead member of the organising committee, supporting the development, administration and delivery of project work
* To deliver weekly Thursday morning sessions, face to face with clients
* To manage the referral system, and input relevant data onto a database
* To communicate with service users and referrers to arrange collection/delivery
* Respond to enquiries from service users and those donating items
* To promote the service, and produce reporting on usage of the service
* To work with existing team to support the recruitment of volunteers
* Do stock checks, keep records
* Train volunteers to learn key delivery roles
* Promote and attend (occasional) monthly sorting evenings
* Produce publicity, including for events or signposting leaflets
* Liaise with referral agencies and keep up-to-date contact details on the database

**Relationships / Partners**

**Internal:**

Community of Oasis Church Waterloo and wider Waterloo Hub

Community & Families team

Oasis Hub staff- working across projects, particularly closely with our Advice Centre, Healthspace and Youth teams

Oasis Academy staff

Volunteer teams within Oasis

Small Project committee/board and existing volunteers

**External:**

Community Organisations

Local services – including council services

Council services

Children’s Centres

Local business partners

General public

**Responsibility for Resources**

To ensure that appropriate procedures are adhered to for GDPR and client confidentiality.

To ensure correct and timely use of systems.

To ensure appropriate monitoring and evaluation information for family/individual support is captured, in line with GDPR regulations

**General Duties**

* To actively participate in the wider life of Oasis, including staff meetings, staff conferences and discussion forums
* To take opportunities to raise support for Oasis.
* To attend regular supervision with your line manager.
* To attend any relevant training courses as required by your line manager.
* To carry out appropriate duties, in line with the purpose of the job, as may be reasonably required by your line manager.

**Safeguarding children and young people**

Oasis is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, which may include an enhanced DBS check.

**The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.**

**Signed:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Employee:** | | **Line Manager:** | |
|  | |  | |
| **Print Name** |  | **Print Name** |  |
| **Date** |  | **Date** |  |

**Person Specification:**

**Community & Families Administrator**

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| --- | --- | --- |
|  | Essential | Desirable |
| Qualifications | * GCSE level English literacy or equivalent |  |
| Job Knowledge | * Experience of working with data and information management * Experience working in administration and implementing administrative systems * Experience with client facing delivery and working with volunteers | * Digital communications including updating webpages and social media * Understanding of the local community, local families and varied and complex needs |
| Experience | * Experience of administrative work (paid or voluntary) | * Proven experience of working with families, parents and across different age groups * Experience of working with service users with multi and complex needs * Experience in project management, planning, finding solutions and completing tasks. |
| Skills | * Excellent organisational skills and attention to detail (in order to successfully coordinate the referrals process which can involve lots of going backwards and forwards between referrer, service user The Small Project). * Excellent interpersonal skills - caring and respectful (in order to support families in difficult circumstances and ensure that they   manage to get to The Small Project and are made to feel welcome)   * Good communication skills both written and spoken. * A flair for researching information and summarising for others to read. * The ability to present to a group, lead meetings/training and follow through with actions. * High level of computer   literacy - good Microsoft  Office knowledge and skills  including Excel, Word,  Outlook etc. | * Flexible approach * Short and long term planning skills * Task oriented * Resourceful & takes initiative * Able to prioritise workload * Ability to speak other languages (e.g. Portuguese |
| Other Attributes | * Fully committed to the ethos and values of Oasis Charitable Trust * Team player * Flexible in terms of hours/days for events and key dates (when necessary) * Self-motivated * Committed to partnership * Open and inclusive embracing people of all faiths and lifestyles. | * Sensitive, non-judgemental, confident decision making, and highly-relational characteristics |