



Administrator / Youth outreach Worker

Job Description

Responsible to: CEO & Executive Director

Job Purpose:

The Muslim Welfare House administrator/Youth outreach worker will undertake a number of key support functions vital to the organisation's operations. The administrator will be the main communication and referral person for service users. This will involve secretarial, receptionist and telephone duties. He/she will have responsibility for the day to day management of reception and will also perform a role as P.A. to the Executive Director and the CEO if required.

Duties and Responsibilities:

To manage the administrative and clerical functions of the Centre and ensure that core administrative functions are carried out efficiently and effectively. To provide a positive and welcoming first point of contact for the service users and enquiries to the organisation ensuring a friendly and appropriate advice, information or referral to more specialist agencies.

1. RECEPTION

- To provide reception and telephone duties during normal working hours providing a professional front line image for the organisation.
- To ensure the smooth running of the administrative and clerical functions of the organisation at all times and to ensure that office equipment, supplies functions are operating effectively.

2. Administrator

- Responsibility for liaison with all contractors and suppliers of goods and services to the organisation.
- To manage the incoming and outgoing mail and keep accurate records.
- Maintenance and upkeep of the reception and the building to a high standard at all times ensuring a warm and welcoming environment for visitors and service users.
- To maintain effective and efficient systems for the office.
- To be responsible for maintenance of MWH database.
- Act as a personal assistant to the Director and maintain an organisation diary, arrange meetings, word-processing, compiling and dispatching minutes as and when required.

3. Youth & outreach work

- Support the youth finding job opportunities, CV writing etc.
- Organise youth activities and events, sport tournaments or conferences
- Do outreach work and reporting on the outcomes
- Gathering and keeping informations or related details of youth activities, beneficiaries and writing reports
- Any youth related matters

OTHER

- To work with and supervise volunteer administrative assistant's on work experience.
- To undertake any other agreed tasks, as and when required.
- To assist and organise the different activities organised by the organisation.
- To provide backup to other staff.
- To be responsible for distributing MWH literature produced by other staff and to assist in their production.
- To provide internal written and verbal reports as required by the management.
- Carry out such other duties as may be reasonably required of the role.
- To work hours flexibly as appropriate to the post, some of which may be out of usual office hours.
- To have good etiquette