



Winchester Churches Nightshelter

Project Administrator – Job Description

Job Title: Project Administrator, Winchester Churches Nightshelter

Reporting to: Nightshelter Manager

Location: Winchester

Hours: Full-time 37 - 40 hours per week

Pay: in the region of £20,000 - £21,000 dependent on experience

Core hours: principally between 8.00am and 5.00 pm (with 1 hour lunch break).

Some work may need to be undertaken outside of core office hours.

About Winchester Churches Nightshelter

Winchester Churches Nightshelter has provided a vital lifeline to the homeless since 1988 and remains the only Nightshelter offering direct access emergency accommodation in Hampshire. We have 17 beds and open 365 days of the year. We support, on average, between 140 - 200 homeless people yearly, and our residents usually stay until more permanent accommodation is found which matches their needs.

As well as receiving high quality accommodation, nutritious food, and a safe and caring temporary home, during their stay at the Nightshelter our residents benefit from a programme of practical and emotional support to help them escape homelessness for good.

This includes one-to-one advocacy support and advice, computer training, help with budgeting and finances, practical aid with food and nutrition, guidance for anyone with substance misuse problems, and counselling. Our aim is to enable people to rebuild their lives and escape homelessness for good. For more information on our work, please visit www.wcns.org.uk.

Main Job Objectives:

The Project Administrator is responsible for the day-to-day running and administration of the Winchester Churches Nightshelter (WCNS) office, particularly:

- **The organisation of the WCNS office as well as providing administration support to the Nightshelter Manager. This would involve: record keeping and the daily update of the Nightshelter computer log, data and related paperwork to ensure the smooth running of the office whilst assisting the Manager with any additional tasks required**
- **Liaison and management of all volunteers and production of all WCNS statistics**
- **Requesting and assessing incoming Risk Assessments and Referrals, and in consultation with the Manager ensuring full bed occupancy; ensuring Project Workers are kept up-to-date and made aware of all incoming referrals according to WCNS procedures; liaising with partner organisations as and when required.**

Key responsibilities:

1, Management and organisation of all WCNS office administration:

- General file maintenance for Manager and office, and keeping safe and accessible all archived files, key policy documents and other paperwork
- Ensuring all paperwork required for health and safety compliance, COSHH, and notice boards are regularly updated and in good order
- Data processing and preparation of required statistics and outcome information
- Attending and taking minutes for monthly staff team meetings and other meetings as required
- Overseeing and recording daily transactions of petty cash, weekly cash book, banking, and maintaining resident accounts
- Maintaining stationery supplies, stamps, and reading electricity and gas meters on quarterly basis
- Complete and submit weekly housing benefit returns and invoices to local agencies
- Ensure all donations and incoming gifts are appropriately logged and acknowledged, and that at the end of every month all invoices and donations records go to WCNS Treasurer
- Work with the manager to ensure the standards of health, safety and security of the Nightshelter are in line with legislation and organisational guidelines

2, Office Reception duties:

- Undertaking office reception duties, answering and replying to office phone calls, receiving visitors and donations and ensuring safe and appropriate storage of donations
- Arrange reception cover for the office during working hours when necessary
- Work with the Manager to welcome and manage visitors to the office, and show visitors around WCNS if required

3, Liaison and Management of all volunteers:

- Responsibility for liaising with and managing all volunteers
- Updating volunteer database lists and files regularly
- Ensuring all volunteers undertake taster session, complete relevant paperwork and all cooks and overnighters are DBS checked
- Regularly contacting and thanking volunteers as required
- Organising and supervising daytime volunteers and WCNS weekly Volunteer Rota Board, ensuring all gaps are filled, keeping the Manager informed of updates or problems as and when necessary
- Ensuring regular volunteer updates are provided monthly for the Manager
- Thoroughly brief volunteers of WCNS procedures and the jobs they are expected to perform

4, Other Responsibilities:

- Working with WCNS Directors to deputise for the Manager in her absence, for example ensuring weekly fire check is done
- Assisting the Manager and PR Co-ordinator with the promotion of WCNS events and helping to promote awareness of the Nightshelter's work
- Acting as on call key-holder to respond to emergencies when the Manager or Directors are not available

- Organising the rota for weekly Street Outreach Team
- Observe and comply with Nightshelter policies and procedures for Health & Safety, Risk Assessment, Equal opportunities, Diversity & Equality, Customer Care and Service User involvement and participation

PERSON SPECIFICATION - Necessary Skills, Attributes and Experience:		
• Proven experience of working within a busy office environment	E	
• Proven decision-making and ability to tackle day-to-day issues	E	
• Ability to liaise and work cohesively with internal and external groups and partners	E	
• Experienced in writing reports, letters and other correspondence, and in taking minutes	E	
• High level of IT literacy, including spreadsheets, databases, email, & Word	E	
• Experience of working directly with customers and members of the public	E	
Special Attributes (characteristics/qualities):		
• Highly motivated with genuine desire to help those in need, compassionate, caring, and good at communicating comfortably and effectively with wide range of people	E	
• Excellent verbal and written communication skills, and able to prioritise and skillfully manage time	E	
• Highly motivated and able to use own initiative, plan ahead but be flexible in hours and outlook	E	
• Enthusiastic and approachable, sensitive and able to cope under pressure and work as part of a small team	E	
• Clear awareness of professional boundaries, diplomatic and discreet	E	
• Have good sense of Finance and basic budgets	E	
• Full current driving licence and use of vehicle		D
<p>Nightshelter Values: <u>Honest and open</u> – we treat everyone with kindness and respect, without prejudice or discrimination <u>Safe and supportive</u> – we provide a home where residents can be comfortable and safe and can find the help and restoration of self-esteem they need <u>Flexible and caring</u> – we foster collaboration to work as a team with residents, staff, volunteers, the local community and other agencies/ partners</p> <p>You should be prepared to promote our values in a responsible and positive way on all occasions</p>		
<p style="text-align: center;">Nightshelter Vision - to enable people to escape homelessness Nightshelter Mission - to help as many people as possible into successful independent living</p>		

The detailed duties above may vary or develop over time according to changing needs of the Nightshelter