

Title:	Administrative Officer
Salary:	Up to £28,000 (Full Time Equivalent)
Reporting to:	Chief Executive and Clerk to the Trustees
Based at:	This is an onsite role based at Sycamore House and John Betts House, both in Hammersmith
Hours of work:	25 hours per week, 09.00 – 15.00, occasional extra hours to support meetings or events

Introduction

Hammersmith United Charities is a community-focused charity with a rich history dating back to 1618. Rooted in the heart of Hammersmith, we support local people through three core areas:

- **Sheltered Housing:** We provide safe, affordable homes for older residents in our two almshouses, fostering a sense of community and well-being.
- **Grant Making:** We award grants to local organisations addressing complex social issues such as poverty, inequality, and mental ill health, making a tangible impact in the community.
- **Community Action:** We strengthen the community by creating partnerships, amplifying voices, supporting new ideas, and providing practical support to help local initiatives thrive.

Hammersmith United Charities is a small, fun, and hardworking team where everyone plays an important part in building a stronger community. This role would suit someone who is kind, organised and enjoys variety in their work. If you are looking for a friendly workplace where you can make a tangible difference every day, we would love to hear from you.

Role Purpose

This role is at the heart of Hammersmith United Charities' day-to-day operations. As Administrative Officer you will ensure the smooth running of our reception and office functions, providing a professional and welcoming first point of contact for residents, visitors, and partners.

You will support the Chief Executive and wider team with administration and projects, helping us to meet our regulatory requirements and deliver excellent services to our residents and the local community.

Principal tasks and responsibilities

- **Reception** – Provide a warm and professional welcome to residents, visitors, and contractors; manage phone calls, emails, and post; ensure reception runs smoothly.
- **Resident and Housing Support** – Be a helpful point of contact for residents, liaise with contractors, assist with admissions, support resident events, and provide admin support to the Housing team.
- **Meetings and Events** – Arrange and coordinate meetings and events, including logistics, refreshments, budgets, and minute-taking when needed.

- **Office Administration** – Oversee office supplies, office and IT equipment and invoices/expenses; prepare and file documents; keep systems and databases accurate and up to date.
- **HR & Data Protection** – Support recruitment and leaving processes, maintain HR and other databases, and ensure compliance with GDPR and data protection policies.
- **Communications** – Support the production and dissemination of materials such as newsletters, handbooks, leaflets, invitations, websites or social media posts.
- **Team Support** – Provide general administrative and project support to the Chief Executive and senior team; contribute to a positive, collaborative work environment.
- **Policies and procedures:** Follow all required policies and procedures and complete any training required. This includes but is not limited to: Health and Safety, Safeguarding, GDPR, Cyber Security, Complaints, and Equality Diversity and Inclusion.

This job description sets out the main duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job

This role is subject to a DBS check and social media checks may be made as part of the recruitment process.

Person Specification

We are looking for someone who will enjoy being at the heart of a small, friendly team and who takes pride in keeping things running smoothly.

Skills and qualities

- Organised and reliable, able to work independently with high standards and strong attention to detail.
- Able to meet deadlines and juggle different priorities calmly and effectively.
- Friendly, approachable, and confident in dealing with people from all walks of life
- Resilient, empathetic, and kind when working with people who may be challenging, or may face serious challenges themselves, whilst maintaining healthy professional boundaries
- Clear and professional communicator, good written and spoken English
- Numerate, able to carry out routine calculations, check invoices and manage budgets
- Good IT skills, especially with Microsoft 365 applications, and happy to pick up new systems quickly.
- Discreet and respectful when handling sensitive information.
- A positive, can-do attitude, willing to be flexible and get stuck in where needed.

Previous experience of

- At least two year's experience of working in administration, office support, or reception.
- Dealing with the public face-to-face, on the phone and by email.
- Organising meetings or events
- Working in a charity, housing, or similar organisation is desirable but not essential

Qualifications

- Good general education including English and Maths at GCSE