**OCAY**

**OLDER CITIZENS ADVOCACY YORK**

The Priory Street Centre, 15 Priory Street, York, YO1 6ET

Registered Charity 1173795

**JOB DESCRIPTION**

**Job Title:** Maternity Cover Charity Support Assistant

**Responsible to:** Charity Manager

**Key relationships:** Staff; Volunteers; Clients; Treasurer; Chair and Management Committee; Local agencies and professionals

**Hours:** 25

**Salary Scale:** NJC Scale 4, point 8 £13,846.68

**Location:** York

**Funding:** This is a temporary post to cover maternity leave.

**Job Purpose:**

* To be the first line of contact to OCAY in a friendly and professional manner via all communication channels.
* To provide efficient day-to-day administrative, financial and business support for OCAY staff, trustees and volunteers

**Main duties and responsibilities:**

1. To be the initial point of contact through all means of communication for OCAY for actual and potential clients, volunteers and visitors. To provide an ongoing link between service users, volunteers and staff colleagues as required.
2. To maintain an efficient client booking system and diary support for staff and volunteers.
3. To collect and maintain accurate, confidential details of client referrals and feedback, using the OCAY client data base and involving volunteer advocates as appropriate, monitoring the completeness and accuracy of the data held. To input all data and produce database reports as required.
4. To maintain the day-to-day financial administration of OCAY, including reconciling petty cash and entering payments and receipts on the existing accounts spreadsheet/systems.
5. To provide direct administrative support to the OCAY Charity Manager, other staff, trustees and volunteers, within a workload capacity agreed with the Charity Manager.
6. Maintaining the effectiveness of existing systems
7. Assist the Charity Manager with monitoring, evaluation and reporting of performance data'
8. To manage all correspondence (telephone, email, surface mail), receiving and sending correspondence as required.
9. To act as clerk to the Management Committee, including: take minutes and circulate these and other relevant papers; maintain complete electronic and paper files relating to the governance of OCAY; arrange meeting venues etc.
10. To support OCAY’s outreach function, by participating in outreach and promotional events, to a workload capacity agreed with the Charity Manager.
11. To support OCAY as required in the planning and coordination of fundraising activities.
12. To maintain an adequate supply of office supplies and stationery. To liaise with the building’s landlord, and other service providers, e.g. IT, phone, to ensure that the office is able to function effectively and as cost-efficiently as possible.
13. To assist the Charity Manager in updating and maintaining the OCAY website, and OCAY’s presence on social media.
14. To assist the OCAY Charity Manager in identifying potential volunteers and in particular to identify, and support the recruitment, induction and training of office volunteers, supporting them to ensure continuity and consistent standards of office service.
15. To undertake any other reasonable duties as required, commensurate with the scope of the post’s grading.