



## Job description

<b>Job title</b>	Finance and administration officer
<b>Employer</b>	Tell Us North CIC
<b>Accountable to</b>	Chief Executive
<b>Reports to</b>	Deputy Chief Executive
<b>Salary</b>	£17,950-£20,339 pro rata
<b>Hours</b>	Part time 22.2 hours per week
<b>Holidays</b>	29 days per annum plus 3 days between Christmas and New Year pro rata and bank holidays
<b>Contract type</b>	12 months temporary (covering secondment)
<b>Location</b>	Tell Us North, MEA House, Ellison Place, Newcastle upon Tyne, NE1 8XS

### Job summary

To work with the Chief Executive to ensure the accurate preparation and maintenance of financial records for the organisation in accordance with Tell Us North policies and procedures and in accordance with legislative and statutory requirements.

To provide effective and efficient administrative support to Tell Us North including members of the Board, committees and staff.

To provide information, signposting and support to residents to enable them to make informed choices regarding access to health and social care services.

To support the collection of patient and user feedback including using the Healthwatch database and undertaking data entry and management.

### Key responsibilities

#### 1. Financial administration

- To issue, process and check invoices and receipts and obtain authorisation of expenditure.
- To maintain records of invoices in accordance with Tell Us North policies and procedures.
- To assist the Chief Executive in maintaining financial controls, setting up systems to effectively manage spend against budget.
- To prepare invoices to funders in a timely manner according to the terms of the grant and contract conditions and to assist the Chief Executive to ensure that statutory returns are promptly filed and records maintained.

- To assist the Chief Executive to balance all payments received on a monthly and prepare, maintain and analyse the financial spreadsheets.
- To ensure that the organisation's petty cash systems and processes are accurately maintained.
- To assist with reimbursements, expense claims, petty cash, invoices and financial transactions in line with financial policies and procedures.
- To liaise with the Chief Executive and the outsourced accountants to ensure that all financial spreadsheets and monthly reports are completed and submitted in a timely manner.
- To order stock, monitor and maintain stock levels and undertake stock checks at all Tell Us North premises as agreed with the Chief Executive.

## **2. Administrative support**

- To organise, service and participate in meetings e.g. preparing and distributing agenda and papers, room booking and catering arrangements.
- To attend meetings as required, and to take the minutes of the meetings in the agreed format to agreed standards.
- To organise and provide administrative support for events ranging from focus groups to large community consultations (e.g. room booking, catering arrangements, handling enquiries and bookings, registration and liaison with delegates) in various locations and aimed at different sectors of the population.
- To manage a team diary/calendar to enable efficient forward planning for meetings, events and other activities.
- To assist the Marketing and Project Coordinator and Volunteer and Outreach Coordinator with delivery of effective and targeted communications and the collection and management of local residents' views and feedback.
- General reception duties, including answering telephones, liaising with a range of professionals and clients, attending to visitors to the office.
- To assist in implementing Equal Opportunities and Health and Safety at Work policies.

## **3. Outreach support**

- To organise and attend outreach activities.
- To assist in developing partnerships with local voluntary, community and user groups.
- To help assist in developing an appropriate program of outreach activities for young people.
- In conjunction with volunteer and outreach coordinator, carry out outreach to groups and communities, ensuring that all activities are carried out with due regard to diversity.

## **4. Information and signposting**

- To act as a point of contact for information and signposting enquiries by telephone, via website, email, text, post and in person by local residents.
- To record the details of enquiries, including follow-up provided.
- To support service users to access information independently.
- To develop a knowledge of health and social care services information sources and how residents / service users / carers can access this information including links to external personnel.
- To identify gaps in information relating to health and social care services and pass these to the Project Managers.
- To support volunteers to carry out an information and signposting role.

## **5. Data entry and management**

- To enter data on the Healthwatch database from internal sources including written outreach notes and focus groups and Healthwatch research projects.
- To enter data from external sources such as complaints and friends and family test data.
- To ensure that all data entries are accurate, correctly spelled, grammatically correct and error free.
- To adhere to data protection standards as appropriate.

This list is typical of the level of duties that the post-holder will be expected to perform. It is not necessarily exhaustive and other duties may be required to fulfil the objectives of Tell Us North.