



The West of England MS Therapy Centre
reg charity no: 801155

a part of



the
brightwell
a centre for neurological wellbeing & physical recovery

Bradbury House, Wheatfield Drive
Bradley Stoke, Bristol, BS32 9DB

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Job title: **Centre Administrator**

Reports to: **The CEO**

Hours: **35hrs** full time (Mon to Wed 10:00 to 17:30 / Thursday 9:30 to 17:00 / Friday 09:00 to 4:30pm)

Salary: **£23 - £28K** by negotiation, depending on experience and track record.

Holiday entitlement: **28 days including Bank Holidays**

Outline:

Based in Bradley Stoke, Bristol, The West of England MS Therapy Centre, a part of The Brightwell, is an established and highly regarded Charity with 40 years' experience in the sector.

We deliver long-term rehabilitation therapy and vital support to people living with neurological conditions in our accessible, purpose-built facilities.

We need a dynamic and hands on person to support our CEO in the Centre's administration so that we can continue to offer a high-quality service to all of the people who rely on our services.

The person we are looking for has to have:

The ability to relate to the people who use the Therapy Centre, appreciate the challenges they face and understand our holistic approach to the treatments and services.

Drive and enthusiasm and a strong commitment to the Charity cause.

Significant, practical, hands-on administrative experience.

Experience in the administration of HR processes and procedures.

Excellent written and verbal communication and presentation skills.

The ability to apply strategic and creative thinking and to problem solve.

They have to be:

A highly organised individual able to prioritise their work efficiently and effectively.

Capable of building and maintaining successful relationships with the Members, Staff and Colleagues, Trustees and supporters.

Able to inspire and get the most out of volunteers.

A good networker, skilled in influencing and persuading.

A team player.

Duties:

1. To support the CEO in the day to day running of the Centre and in the following areas:
 - a) To make sure that the operations and activities of the Centre follow the policies and procedures of the Centre and that these are fit for purpose.
 - b) To manage the review of all policies and procedures requesting that the CEO and other department leads and team members, including the Trustees are involved in their review and sign off as necessary.
 - c) To be responsible for the opening and closing rotas for the Centre in line with policy and to work with the Facilities Manager to make sure that we are meeting the requirements of our fire risk assessment.
 - d) To be responsible for the administration of the keyholder register and work with the facilities Manager to ensure that all Centre keys are logged and accounted for.
 - e) To be responsible for the Centre's HR processes, administration and procedures (not payroll), making sure that the online tools used are up to date and being used effectively and efficiently by all staff.
 - f) To arrange and administrate the processes for recruitment, induction and information kept on Centre staff and volunteers.
 - g) To ensure that the Centre's database is up to date with all relevant staff, self-employed therapists and Centre Volunteers.
 - h) To organise all Centre-wide training, of all paid employees, relevant self-employed members of the team and volunteers. For example "first aid" and "manual handling" and work with the relevant team leads in respect of their departmental training needs to ensure that all staff and volunteers are up to date with their training requirements.
 - i) To become a trained DBS officer and organise all DBS checks for relevant/staff/volunteers and self employed therapists.
 - j) To manage overall Volunteer recruitment and administration and work with the different department to make sure that potential volunteer posts are recognised, promoted and recruited for.
 - k) To be responsible for organising staff/volunteer/member (non- fundraising) Christmas parties with the support of other departments staff and volunteers.
2. Preparing regular reports on role activities for the CEO to be presented at the Trustee Meetings.
3. To assist the CEO in their function of:
 - a) Building relationships and maintain existing ones with the local Department of Social Services, the NHS and other community, care, welfare and volunteer organisations regarding the work of the Centre and in the interests of the Centre's Members.
 - b) Attend Centre Board of Trustee meetings as and when required.
 - c) Promptly bring to the attention of the CEO any unusual or abnormal occurrences, or aspects of conduct within the Centre not consistent with good practice or safety or with the highest standards.

The above description is not exhaustive and will be reviewed from time to time.

Occasional weekend and evening work will be required from time to time in the fulfilment of your duties.