



Job Description

Job Title: Central Administrator

Salary: £23,660 per annum

Location: Southend in Sight, SAVS Centre, 29-31 Alexendra Street, Southend on Sea, SS1 1BW

Type of Contract: Contract runs until September 2029

Hours: 35 hours per week (Monday to Friday 9am - 4.30pm)

Reports to: Sight Loss Advice Manager, Southend in Sight

Purpose of Job: To provide admin support for the central function of Southend in Sight and the Sight Loss Advice Manager. This includes answering phones, meeting and greeting new visitors, updating and managing records on a database, stock control, booking appointments, distributing a quarterly newsletter, managing volunteer recruitment admin and general support for the CEO, Community Engagement Officer and Fundraising and Communications Manager. In due course there will be opportunities to carry out appointments for sight loss general advice.

Main Duties:

- Answering the phone, directing calls and taking messages.
- General assistance in meeting and greeting visitors (guiding where necessary), providing refreshments and supporting a range of drop ins and activities planned by the team.
- Assisting other members of SiS staff when needed, including setting up staff meetings, Trustee meetings, copying resources for groups and setting up activities.
- Overseeing volunteers who are providing support in the Centre, encouraging a warm, welcoming and inclusive atmosphere.
- Support in the distribution of the quarterly newsletter including mail merging and printing labels, stuffing envelopes and organising CD pouches.

- Carrying out DBS checks for new volunteers and managing the administration function of volunteer recruitment ie. welcome packs and references.
- Managing the central "info" email account, replying and redirecting enquiries.
- Arranging client appointments, booking them into the shared diary for the Sight Loss Advice Manager, Tech Team and Form Filling consultations.
- Creating client records on the database and completing GDPR information for new clients.
- Uploading written completed consultations onto the database.
- Completing follow up/review telephone calls with clients and updating client records.
- Manage and oversee the maintenance and upkeep of the Centre equipment.
- Stock control – responsible for checking equipment stock levels, ordering from suppliers and pricing up stock clearly including leaflets, booklets, catalogues and stationery.
- Running existing reports and creating ad hoc reports when needed for the Sight Loss Advice Manager and other SiS staff or Trustees.
- Support with organising our annual Exhibition, “drop in” days for suppliers and training – this will include liaising with exhibitors, SiS staff and volunteers.
- Working alongside the Sight Loss Advice Manager, carrying out appointments for general sight loss advice in due course and partaking in an ongoing programme of training.
- Respecting and adhering to the SiS values, adopting a can-do attitude.

Southend in Sight welcome applications from all backgrounds, including blind and partially sighted individuals and people who have lived experience of sight loss.

Person Specification – essential criteria:

- Proven experience in an administrative role including the use of, Gmail, Excel, Word, Mail Merge and a database.
- Experience of working with patients/clients either face to face or on the telephone.
- A keen interest in making a difference to local blind and partially sighted people.

- Knowledge of organising diaries/appointments and prioritising a diverse workload and supporting different members of the team.