Daughters of Wisdom

Britain and Ireland Province

JOB DESCRIPTION (V 15/09/2022)

Position: **Wisdom Centre Administration Coordinator (CA)**

Responsible to: Wisdom Centre Manager

Purpose of the Job: To ensure the smooth running of the administration of the Centre and Reception on a day to day basis and to line supervise assistant post holder (who works other weekdays).

MAIN DUTIES

Maintain Quality of the Centre:

- Ensure the ethos of the Daughters of Wisdom (hospitality, inclusivity, gentleness, listening to the cries of the earth and of the poor) is maintained in the spirit, ambience and programmes of the Centre through both our works and staff relationships;
- Uphold an excellent level of customer service in the Centre; whilst working to maintaining a positive working environment, especially during busy periods
- See with Catering colleagues for the catering needs based on up and coming bookings for the following month. Update catering colleagues with any last minute changes/ Resource and set up rooms/ Make sure rooms and public areas are clean and tidy
- With catering colleagues, adhere to required policies and procedures for the safe, effective and efficient running of the Centre.
- Supervise reception assistants. Ensure that staffing is appropriate to the needs of guests noting that groups of elderly and disabled may need a more patient approach than others.
- Advise the Centre Manager of any routine upkeep and emergency maintenance of the Centre and arrange with facilities staff/ maintenance companies as necessary.
- Ensure that all ground floor and first floor areas of the Centre are tidy, clean and attractive and that all rooms are resourced in accordance with booking requests;
- Ensure the security of the rooms and resources;
- Hold and maintain security of keys for all areas of Wisdom Centre;
- Ensure the confidentiality of Wisdom House and visitors of the Wisdom Centre.
- Ensure basic Covid / Virus safe practices, i.e. use of hand gel at reception

Administrative Responsibilities with help of administrate assistant where appropriate

- Financial responsibilities - Principally responsible for administration of income and expenditure
- Administer individual and group bookings. Invoicing and records of payments and donations received;
- Maintain electronic and hard copy filing systems in line with GDPR regulations
- Maintain a petty cash system;

- Send out invoices and receive payments and donations in line with agreed procedures;
- Record and reconcile income and expenditure related to the Centre in line with agreed procedures
- Maintain security of all monies and confidential documents;
- Maintain and develop a customer database using Mailchimp with assistant. Ensure a list of regular commercial clients.
- Develop and update promotional material including website and social media accounts;
- Make use of Microsoft Office packages, in particular Word and Excel;
- Record daily temperatures on Fridges with reception and catering staff.

Supervise Reception, hospitality and cleaning of public areas (not kitchen) with help of administrative assistant where appropriate

- Hold a Level 2 Food Hygiene certificate as is required by all Wisdom Centre Staff.
- Provision of Tea and Coffee service as required on weekdays
- Line manage part time Administrative Assistant/ Receptionist. Ensure Reception is staffed 08.30-17.00 Monday – Thursday, 8.30-16.30 Friday.
- Ensure that all visitors and telephone callers are received in a friendly and efficient manner and that all messages and post are forwarded to appropriate staff;
- Ensure that all booking –in and booking-out procedures for visitors to Wisdom House, Wisdom Centre and Chez Nous are followed, including arrangements for parking and arrangements for informing individuals and groups of available facilities and emergency procedures.
- Line manage cleaning of all public areas and facilities

General:

- Work pro-actively with Wisdom Centre staff, especially Wisdom Centre Manager, to improve quality and develop the work of the Centre;
- Ensure that Wisdom Centre Manager is supported in the provision of printed materials and other resources.
- Take every opportunity to develop the work of the Centre; Proactively increasing bookings to aid cash flow during up and coming quiet periods.
- Other duties commensurate with the role as assigned from time-to-time.

Communication

- Attend a bi monthly meeting with Wisdom Centre Manager, Designated Sister and Catering Compliance Administrator (CCA). Attend a bi monthly team development meeting
- For meeting create monthly report demonstrating status of administration work and challenges with a view to seeking the Wisdom and Support of others where needed.
- Ensure future events, holidays and staff working days are recorded, visible to all staff in hard copy.
- Record all staff hours, holiday and sick leave and provide to provincial administration for salary payment and personal records.
- Reporting is through Wisdom Centre Manager with liaison with other departments/managers as directed by Wisdom Centre Manager.