



Job title	Staying Steady Administrator
Hours of work	14 hours (2 days) per week, which can be worked flexibly
Contract type	Temporary
Salary	£11.15 per hour
Reports to	Assistant Director
Location	MRS office at 8 Woodberry Down, N4 2TG but with ability to work from home once initial training is complete

About MRS Independent Living

We have been working since 1986 towards a society where everyone has a sense of control over their lives and the ability to stay independent, active and connected to the world around them.

Our mission is to provide practical help so that people who need support can live safely and well in their homes and communities. We work primarily with older people, people with disabilities and people confronting mental health challenges.

Our values are important to us, and we expect people who work for MRS to share these values:

Real world perspective: People have overlapping physical, mental and emotional needs and we respond to these as holistically as we can.

People have assets: We all bring valuable strengths to the table that can benefit the community.

Collectivity: Everyone benefits when we come together to support each other and share experiences and learning.

Empathetic and non-judgemental: We always attempt to understand the different contexts in which people live their lives.

Equity: Disadvantaged groups and communities should have equal access to opportunities and be supported to exercise their rights.

User-led: People define the approaches that work for them, and we work alongside them with these in mind.

Responsible to: Assistant Director

Overall purpose of the role

- To ensure the smooth and efficient running of the Staying Steady and Otago falls prevention services and associated project work.

Main duties

- To manage incoming referrals and requests for the Staying Steady and Otago services in collaboration with the Assistant Director.
- To input new referral forms and evaluation/feedback forms on the system.
- To set up new case records with the necessary paperwork and ensure records are kept up-to-date.
- To obtain further information from referrers where necessary.
- To liaise with service users, send out welcome packs and ensure participants are aware of class/appointment details.
- To prepare discharge communications for GPs and referrers on completion of exercise programmes.
- To make appointments for home safety checks and other project-related activities.
- To support the Assistant Director in organising and facilitating outreach and education events in the community.
- To identify any improvements that could be made to systems and processes to streamline administration.
- To provide a reception and office management service, including answering the phone, monitoring shared email inboxes and purchasing office supplies.

Person specification

Essential

- Experience of administration in a busy organisation.
- Ability to prioritise multiple tasks effectively.
- Ability to get to grips with complex administration systems quickly.

- Confidence working on own initiative.
- Good IT skills and confidence using Microsoft Office and online cloud-based tools (such as Google Drive and Trello) to coordinate work.
- Warm and friendly communication style.
- Ability to communicate effectively and with empathy with the full range of service users reflecting Hackney's diverse communities.
- Ability to work as part of a small team, which may mean flexibly adapting to new work as it arises.
- Ability to communicate all aspects of the work of the organisation.

Desirable

- Experience of working with community and voluntary sector organisations.