

CANDIDATE PACK

#ENGAGE

#ENABLE

#EMPOWER



ADMINISTRATOR

About SWEDA

SWEDA is a regional charity supporting people affected by eating disorders across the South and West.

Set up in 1992 by a group of people affected by an eating disorder, SWEDA has since provided a range of services for people struggling with anorexia, bulimia and binge eating.

Our services also provide support to family members and friends engaged in the difficult task of supporting someone close to them. SWEDA is a Pro-Recovery organisation based on the principles of Self-Help. We believe in enabling and empowering individuals, who choose to use our service to aid their recoveries, to live as satisfying a quality of life as possible. We are motivated by the importance of honesty, openness and trust in relationships with all users of the service.

Our Vision:

To support everyone affected by eating disorders across the South and West.

Our Mission:

We engage with people affected by eating disorders, including family, friends and carers, by offering hope and enabling access to support services to empower recovery.



Our Core Values

Compassionate

To our clients and each other

Hopeful

We are pro-recovery, believing that recovery is always possible.

Ambitious

We want the best for our clients and for ourselves.

Accountable

Holding ourselves and the people we work with to a high standard

We believe that all people:

- Have the right to feel they belong and are valued
- Should have the freedom and opportunity to make well informed decisions
- Have the power to change and manage their lives

We endeavour to provide resources and informal, non-stigmatising services, which reflect the needs of the community.

We encourage people to use SWEDA to seek information, support and guidance in order to enhance their opportunities and make informed choices about their lives through the provision of our Support & Guidance sessions, Counselling, Self-Help Groups, College Project and other services.

We are committed to offering opportunities for those in recovery to gain skills and build confidence.

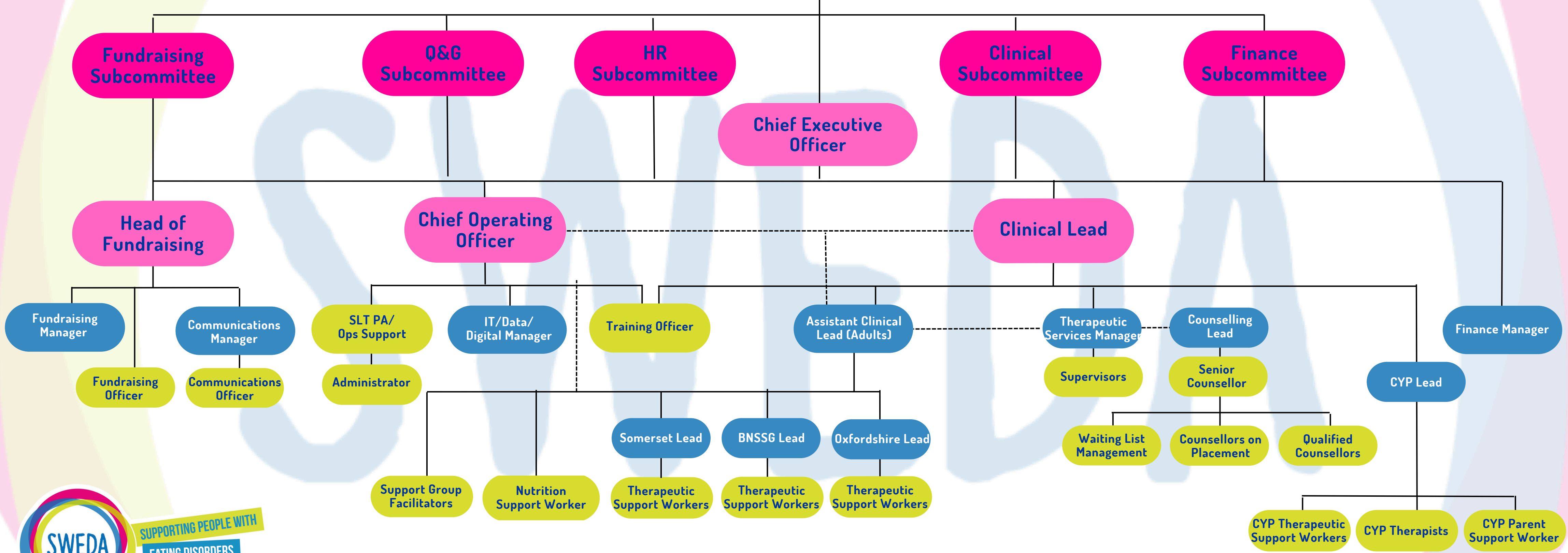


SWEDA is the best place I have ever worked - it is a creative and supportive environment, where everyone has a say and where talents are nurtured

In a recent staff survey, 100% of the respondents agreed that they were proud to be a member of staff at SWEDA



Trustees/Directors Board



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UK Registered Charity 1056441: UK Company Limited By Guarantee 3208772

Job Description

Job Title:	Administrator
Office Location:	In person at our Shepton Mallet office
Salary:	£14,400-£15,600 (£24,000-26,000 FTE)
Hours:	Up to 22.5 hours per week (to be worked across Monday-Friday)
Contract:	Permanent
Benefits:	Leave: 25 days per annum (pro rata) plus bank holidays, birthday leave and 1 extra day after 5 years' service Cashback on healthcare Pension: SWEDA contributions – up to 8.5%

Tackling eating disorders as early as possible is critical to stop them becoming entrenched. The longer they go on, the more serious the impact on health, wellbeing, and recovery.

We are looking for a reliable, highly skilled Administrator to support the administrative needs of the SWEDA team, working from the Shepton Mallet office.

You will need to have an outgoing and friendly personality and be able to provide a warm and welcoming atmosphere, both over the phone and in person to people who may be showing signs of discomfort or distress. You will have strong administrative experience, be efficient in managing your workload and enjoy going above and beyond in supporting others.

You will be at the heart of the organisation; in a small charity it is often “all hands on deck” and you will therefore need a “can do” attitude and be flexible in your approach to work.

Job Description

We are looking for a candidate who has the necessary skills and experience to fulfil the following role:

MAIN DUTIES & RESPONSIBILITIES

Core Administrative Duties

- Provide general administrative support to staff, volunteers and management
- Manage incoming and outgoing post, deliveries and couriers
- Maintain the client/stakeholder database ensuring all information is up to date, uploading new data and amending data where necessary
- Responsible for timely data input for monthly reports

Front-of-House & Communication

- Act as first point of contact for visitors, volunteers and clients, and keeping the waiting area and counselling rooms clean, tidy and welcoming
- Deal with all enquiries including clinical referrals in a professional, courteous and timely manner - via email, website, telephone and in person, ensuring details are actioned effectively
- Direct enquiries to appropriate staff members
- Maintain a professional and welcoming office environment
- Maintain confidentiality of sensitive information

Office Coordination

- Assist with room allocations for staff and volunteers, and deal with room queries
- Support planning and logistics for training and staff events

Office & Facilities Management

- Ensure office supplies are stocked and ordered
- Liaise with suppliers, cleaners and maintenance providers
- Monitor health and safety compliance (e.g., fire safety checks, risk assessments)
- Ensure the office is tidy, organised and functional
- Ad hoc basic facilities tasks such as bleeding radiators, fixing a chair, replacing lost keys etc

OTHER DUTIES & RESPONSIBILITIES

- Maintaining Operational Standards
- Support the aims and objectives of SWEDA
- Comply with the culture and policies governing the organisation
- Maintain a positive working relationship with other team members
- Assist all SWEDA staff/Trustees as and when required
- The post holder will be working in a developing environment and will therefore need an adaptable and flexible approach to their role, which is expected to also develop over time

Job Description (cont)

PERSONAL QUALITIES

- Co-operation - having a positive and co-operative attitude
- Time - meeting agreed deadlines
- Adaptability/flexibility - being open to change and variety in the workplace
- Confidentiality - being respectful of client confidentiality and compliance with SWEDA's Data Protection Policy
- Dependability - being reliable, responsible and dependable; fulfilling obligations
- Initiative - a willingness to take on responsibilities and challenges
- Integrity - being honest and ethical

Person Specification

DETAIL

ESSENTIAL DESIRED

Key Skills

Highly organised and able to multi-task and prioritise - self starter able to work on own initiative

X

Demonstrable skill set in cultivating a smooth and effective office environment

X

Experience of data input and management of databases

X

Excellent IT and digital knowledge/experience of Microsoft Office (Teams, Excel, Word, Forms, PowerPoint) and databases

X

Excellent communication skills - both verbal and written

X

Attention to detail and accuracy

X

Discretion and understanding of confidentiality

X

Knowledge:

Sensitivity towards and understanding of eating disorders and mental health issues

X

Experience of working within a Charity/Voluntary Sector

X

Recruitment Process

Please apply by completing the application form and returning via email to admin@swedauk.org

Tuesday 21st April (midday): Closing date for applications

Wednesday 22nd April: Applicants informed if they have been invited to attend an interview

Tuesday 28th April: Panel interview and admin task



SWEDA seeks to attract high quality applications through a fair and effective recruitment process. SWEDA is committed to fostering an inclusive workplace where diversity is valued and equality is actively promoted. We want SWEDA to be a place where different experiences, expertise and perspectives are valued and everyone is encouraged to grow and develop. Our recruitment practices are designed to ensure fair treatment for all applicants, regardless of background, identity, or circumstance. We want our team to represent the diversity of the people and communities we work with so we strive to eliminate bias at every stage of the hiring process and encourage applications from underrepresented groups. Reasonable adjustments are available to support candidates with disabilities or specific needs, and we continuously review our recruitment procedures to uphold best practices in EDI.