



LEICESTERSHIRE AIDS SUPPORT SERVICES

JOB DESCRIPTION 2010

This post is recruited by Leicestershire AIDS Support Services. The post holder will be seconded to the Leicester Lesbian Gay Bisexual and Transgender Centre (LLGBT). The LLGBT centre exists to provide a safe, social and support space to the local LGBT communities.

Job Title: Book Keeping and Administration Support Assistant

Working Hours: 25 hours per week
(flexible may include some evening and weekend work)

Salary: Minimum wage rates apply
(£4.83 per hour age 18-21 or £5.80 per hour 22 and over)

Reports To: Centre Manager

Job Purpose: To provide administrative & bookkeeper support for the LLGBT centre

- To assist with keeping monitoring records up to date. Provide visitors with appropriate support
- Help callers or visitors and make a referral to the appropriate member of staff
- Ensure that office areas are kept tidy and the information on display is current
- Answer telephone calls, take messages for the team and transfer calls
- Take and record details by phone for requests for general information
- Carry out photocopying and other basic administrative duties
- Stamp and sort incoming and outgoing mail as required
- Take outgoing post to the post box or post office if required
- Monitor and report on stationery stocks
- Monitor condom and lubrication stocks and order when necessary
- Monitor stocks of information booklets and order when necessary
- Provide support for staff and volunteers working in the community
- Ensure drop-in and reception areas are kept tidy
- To assist with basic finance functions e.g. cheque writing, invoice filing
- Typing minutes/reports as required

Skills and Desirable Experience

Training, support and management meetings will be provided to support employees in their role, however we expect the following:

- To identify with or have an understanding of the Lesbian, Gay, Bisexual and Transgender communities.
- A commitment to and understanding of a high level of confidentiality in this work.
- Polite telephone manner
- Ability to communicate effectively and appropriately with people from a variety of backgrounds
- Ability to take and relay messages
- Understanding of Microsoft office equivalent to E.C.D.L. or RSA C.L.A.I.T. levels 2



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PERSON SPECIFICATION 2010

JOB TITLE: Book Keeping and Administration Worker

	Essential	Desirable	Assessed by*
Education/Training Qualifications:			
IT qualification, ECDL or CLAIT level 2 or equivalent		✓	App/Test
Good standard of written and spoken English to GCSE or equivalent.	✓		App/Int/Test
Experience:			
Polite telephone manner	✓		Test
High level of communication - verbal and written	✓		Test
Relaying messages		✓	Test
Working or volunteering in a community based organisation		✓	App/Int
Knowledge:			
Of the importance of confidentiality and equal opportunities.	✓		App/Int
Of HIV/AIDS and sexual health	✓		App/Int
Of the work of LASS/Trade		✓	App/Int
Understanding of lesbian ,gay and bisexual community	✓		
In accordance with the Disability Discrimination Act 1995, reasonable adjustments will be made to the above requirements to accommodate a suitable candidate with a disability.			

Core Job Competencies:

- Ability to communicate effectively and appropriately with people from different backgrounds and in different settings by telephone, face to face and in writing.
- Knowledge of HIV/AIDS and sexual health
- Full understanding of the need for confidentiality, tact and diplomacy.
- Team and group work
- Ability to signpost people to other relevant and appropriate organisations

Other requirements:

An understanding of and commitment to equal opportunities and the ability to apply this to work and day-to-day situations.

Methods of Assessment

App = Application Form; Test = Test; Int = Interview,