



JOB PROFILE

Resource Centre Specialist Administrator

Hours: Flexible, part-time 25hrs per week (typically between 9:00am – 2:00pm, Monday to Friday, with some flexibility)

Basis: Permanent / Part Time

Salary: £17,700 – £19,450 per annum (based on a full-time equivalent salary of £25,000 – £28,000), depending on skills and experience

Location: Office based at Bridgehead House, 215 Barnett Wood Lane, Lower Ashted, Surrey, KT21 2DF

Reports to: Resource Centre Manager

About the Role

Are you highly organised, enjoy helping people and love keeping things running smoothly?

We are looking for a warm, organised, highly skilled and proactive administrator to support our busy and friendly Resource Centre team. This is a varied and rewarding role where no two days are quite the same.

You will help support the day-to-day running of the Resource Centre, taking the lead on organising equipment orders, stock coordination, appointments, enquiries, administration and customer service for people who are blind, partially sighted, Deaf, hard of hearing and deafblind. This role would suit someone who enjoys variety, takes pride in being organised and likes supporting both people and practical day-to-day operations. You may come from an administration, retail, customer service, office coordination, healthcare, charity or community-based background.

We recognise that flexibility matters and this role is designed to work well for someone looking for family-friendly or flexible working hours.

Job Purpose

To provide day-to-day administrative, customer service and operational support to the Resource Centre Manager, helping ensure the smooth running of equipment services, stock management, appointments, enquiries and service administration within the Charity Services Department.

What You'll Be Doing

Administration & Service Support

- Support the Resource Centre Manager with day-to-day administration, helping the service run smoothly and efficiently
- Respond warmly and professionally to enquiries by phone, email and in person, from people inside and outside of the Charity helping them to access information, appointments and equipment support
- Help manage diaries, appointments, bookings and communications with people we support, colleagues and external organisations
- Prepare and post information, equipment and resources as required

Equipment, Stock & Operations Support

- Help coordinate equipment orders, stock records, repairs, invoices and equipment preparation for services including Community Equipment Schemes, Low Vision Clinics and equipment requests
- Assist with supplier ordering, stock control and keeping equipment displays clean, organised and clearly labelled
- Support equipment preparation and testing (training provided, including PAT testing where needed)
- Assist with payments and accurate handling of card or cash transactions

Data, Systems & Reporting

- Maintain accurate records and data to support reporting, service monitoring and funding applications
- Ensure information is entered accurately and systems are kept up to date
- Support reporting and information gathering for managers and teams across the charity

Team & Service Support

- Work closely with the Resource Centre Manager and wider Charity Services Team to support excellent service delivery
- Help welcome visitors, volunteers and staff into the Resource Centre
- In the absence of the Resource Centre Manager, support visits, equipment management and day-to-day coordination within the Resource Centre
- Work with a small team of trained volunteers to assist in the smooth running of operations, working with the Volunteering and Engagement Manager to identify opportunities to build and develop volunteering within the team

Working Environment & Flexibility

- Primarily office-based within a friendly and supportive team environment
- Flexible part-time hours, typically between **9:30am and 2:30pm**, designed to support work-life balance
- Occasional travel within Surrey may be helpful but is not essential

Skills, Experience & Qualities We're Looking For

We welcome applicants from a range of backgrounds including administration, retail, customer service, office coordination, healthcare, education, charity, community services or similar roles.

Essential

- Strong organisational skills and excellent attention to detail
- A warm, professional and patient approach to supporting people
- Good communication and interpersonal skills, both written and verbal
- Confidence and skilled in using IT systems including Microsoft Office packages, especially Excel and database experience
- Experience providing administration, coordination or customer service support in person and telephone
- Ability to prioritise workload, stay organised and work independently
- A practical, flexible and positive approach to problem solving
- Confidence handling information accurately and maintaining records

Desirable

- Experience in stock management, ordering, administration or customer-facing environments
- Experience supporting people with disabilities, sensory loss or additional needs
- Experience in healthcare, charity, education or community settings
- Confidence handling payments or simple invoicing processes
- Ability to travel locally if required

Why Join Us?

This is a genuinely rewarding role where your organisation, kindness and practical support will help improve independence and everyday life for the people we support.

You'll be joining a friendly team in a flexible role that can fit around other commitments while making a real difference every day.