

## **Job Description**

**Job Title: Administrator**

**Reports to: Director of Justice**

**Salary: £20,000 – £25,000**

**Location:**

### **Purpose**

As part of a team, to operate an efficient and effective administration service in line with the requirements of Shaw Trust and its contractual obligations.

### **Main Duties and Responsibilities**

1. To provide an effective administration, secretarial, reception and support service, including correspondence, typing, telephone calls, filing systems, maintaining records, photocopying, incoming and outgoing mail, minute taking, report collating, diary management etc.
2. To utilise manual and computerised information systems to record contract performance monitoring and management information, and to enable the speedy production of reports, statistics, claim forms and other documentation.
3. To operate a customer focused culture to designated standards of service, ensuring customer feedback is appropriately reported.
4. To use the necessary in-house communications systems, including e-mail, telephones, faxes, reprographics etc., to ensure prompt and effective responses to clients, Shaw Trust staff and external organisations.
5. To participate in any ad-hoc exercises or project which will improve the efficiency of the Shaw Trust Service.
6. To liaise effectively with staff within the service and the Trust generally.

### **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable

them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title:</b></p> <p align="center">(E=Essential D=Desirable)</p>
<b>SKILLS AND CORE COMPETENCIES</b>
<b>Technical competency (qualifications and training)</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Previous administrative experience and evidence of working in a customer focused environment. (E)</li> <li>• Experience of using office systems, including telephone, e-mail etc. (E)</li> <li>• A positive attitude to disability, health problems and employment problems.(E)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Sound knowledge of computer systems, particularly databases, word processing and spreadsheet packages (Microsoft Office). (E)</li> <li>• Ability to maintain statistical information and records. (E)</li> <li>• Self-motivated with a flexible approach. (E)</li> <li>• Good organisational skills. (E)</li> <li>• Ability to undertake some tasks on own initiative. (E)</li> <li>• Ability to problem solve and respond appropriately to a variety of situations. (E)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Good interpersonal and communication skills. (E)</li> <li>• Ability to work as part of a team. (E)</li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)</li> <li>• This post requires a Disclosure and Barring Service Check at a Basic level (E)</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)</li> </ul>