

**Job Title:** Administrator

**Salary Range:** £20,073.84 – £22,304.27

**Reports to:** Team Supervisor

**Location:** Flexible within Norfolk/Suffolk

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

To provide an efficient and effective administration service in line with the requirements of Shaw Trust/CRI and its contractual and/or quality and compliance obligations.

### **Are you right for the job?**

- Do you have experience of helping turn around the lives of people through training and/or employment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?

## Person Specification

**Job Title: Administrator – NOMS ESF**

(E = Essential D = Desirable)

<b>SKILLS AND CORE COMPETENCIES</b>	
<b>Technical competency (qualifications and training)</b>	
<b>Experience</b>	<ul style="list-style-type: none"><li>▪ Experience of working within the Criminal Justice sector <b>(D)</b></li><li>▪ Experience of minute taking. <b>(E)</b></li><li>▪ Competent in Microsoft Word/Excel/PowerPoint. <b>(E)</b></li><li>▪ Knowledge of the National Offender Management Service <b>(D)</b></li></ul>
<b>Skills and Attributes</b>	<ul style="list-style-type: none"><li>▪ Excellent organisation and time management skills with an accurate and systematic approach. <b>(E)</b></li><li>▪ Ability to negotiate, influence and persuade at all levels. <b>(E)</b></li><li>▪ Self-motivated with a flexible approach. <b>(E)</b></li><li>▪ Ability to work within a team and able to work on own initiative with minimal support. <b>(E)</b></li><li>▪ Ability to cope with a variety of challenging situations in a calm and sensitive manner. <b>(E)</b></li><li>▪ Ability to analyse and produce statistical reports. <b>(E)</b></li></ul>
<b>Personal qualities, communicating and relating to others</b>	<ul style="list-style-type: none"><li>▪ Excellent interpersonal, communication and presentation skills. <b>(E)</b></li><li>▪ Positive 'can do' attitude <b>(E)</b></li></ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"><li>▪ Be able to display an awareness, understanding and commitment to the protection and safeguarding of vulnerable adults. <b>(E)</b></li><li>▪ This post requires a DBS disclosure at Enhanced level. <b>(E)</b></li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>▪ Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. <b>(E)</b></li><li>▪ Understanding of health and social care related issues. <b>(D)</b></li></ul>

## **Main Duties and Responsibilities**

### **Duties**

1. Daily management of data entry – ensuring all starter and outcome paperwork is entered onto the CATS system accurately and in a timely manner.
2. Ensure copies of all starter and outcome evidence are taken, uploaded to CATS, filed and originals are batched accurately to ensure completeness for the monthly paperwork returns to NOMS.
3. Collate DAF/SPOT fund evidence, prepare for submission to NOMS each month, ensure each fund is accurately recorded, managed and balanced, liaise with internal management and escalate any anomalies with management.
4. Collate and process monthly claims to NOMS on a timely basis ensuring all claims are accurate
5. Ensure that all Participant records (both electronic and physical) are securely stored and filed in line with policy and procedures.
6. To utilise both the CATS and internal systems to record contract performance monitoring and management information, and to enable the speedy production of reports, statistics, claim forms and other documentation.
7. To operate a customer focused culture to designated standards of service, ensuring customer feedback is appropriately reported.
8. 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/CRI staff and external organisations.
9. To participate in any ad-hoc exercises or project that will improve the efficiency of Shaw Trust/CRI Services.
10. To take part in weekly case conferences with the team to allow the sharing of ideas and best practices.

### **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 an Equality and Diversity 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 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.