

Job Description

Job Title: Administration Lead

Reports to: Business Lead – Administration & CEIAG

Salary: scp 28-31

Location: Gloucestershire

Purpose To oversee the management of the Admin Team , administration functions and the smooth running of Youth Support Centres across the county . To ensure that the centres are of a high standard and equipped to deal with the duties of staff and visitors.

Main Duties and Responsibilities

1. To ensure that visitors receive a warm and professional welcome at all centres and to provide high quality and efficient administrative support to meet the business needs of the Youth Support Team.
2. Responsible for ensuring that the Admin Team provide all visitors and service users with a high level of customer care and enquiries via phone and email are dealt with professionally.
3. Responsible for ensuring that the Admin Team keep buildings neat and tidy and notice boards, leaflets and posters are relevant and up-to-date.
4. To be office-based 100% of the time but based across YST sites, therefore travel and own transport is essential. The line manager may authorise working from home if it is deemed beneficial in order to complete a specific task.
5. Responsible for overseeing and managing the service's administration functions undertaken in YST centres.
6. Responsible for the direct line management of Senior Administrator/s based in YST centres and a small number of administrators.
7. Liaison with operational managers regularly to ensure the admin functions are effectively supporting the delivery of the Youth Support Team contract.
8. To support a range of teams ensuring they receive the administrative support needed to deliver services professionally and effectively.
9. To be responsible for a lead area of work working closely with Senior Administrators.
10. Responsible for chairing regular Team meetings including agenda setting, minutes, delivery of training and presentations.

11. Responsible for the management and performance of Senior Administrator/s and the Admin Team ensuring effective performance in meeting agreed quarterly and annual SMART objectives.
12. To ensure staff are line managed and supported in their roles, including training, induction, monthly supervisions and quarterly appraisals.
13. To ensure that there is sufficient Admin cover at all times and to provide cover for senior colleagues and administrators at locations other than the allocated work base when required.
14. To develop administrative procedures in line with business needs considering external requirements and standards.
15. To be responsible for the accurate input and monitoring of data onto client databases.
16. Create and maintain recording systems, including the monitoring and reporting of statistics.
17. To provide finance support including on-line shopping, creating and processing purchase orders, operating a petty cash tin, submitting returns and budget monitoring.
18. To facilitate meetings and events including; minute taking, agenda and report preparation, booking meeting rooms and venues and sending meeting invitation letters and emails.
19. To support building management duties and liaise with the health and safety lead on building issues.
20. To keep up-to-date with relevant training in systems, processes and appropriate customer service practices.
21. Other duties commensurate with the level and nature of the post and at the direction of the line manager.

Other

22. To undertake any further training as identified in the Shaw Trust review procedures.
23. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
24. 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 or 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.
25. 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.

26. 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.
27. 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.
28. 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.
29. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
30. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
31. 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>Person Specification Administration Lead (E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • NVQ 3 in Business Administration or an appropriate equivalent qualification (E) • Educated to GCSE level in Mathematics and English at C or above or equivalent (E) • Demonstrable evidence of Continuing Professional Development (E)
<p>Experience</p> <ul style="list-style-type: none"> • Experience of providing services to young people (D) • Experience of providing administrative support and identifying priorities to meet the demands of a busy office (E) • Experience of internal and external partnership working (D) • Demonstrable experience of successfully working to targets (D) • Experience with improving systems and processes (E) • Experience of managing a team and performance management procedures (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases (E) • Excellent verbal and written skills and ability to communicate concisely and effectively (E) • Demonstrable experience of providing excellent customer service skills and experience of managing difficult customers effectively (E) • Understanding of our client group and the barriers our clients may face (D) • Understanding of data protection and information security (E) • Have a positive attitude with an adaptable approach to challenges and change (E) • Able to meet deadlines (E) • Excellent attention to detail (E) • Ability to travel across Gloucestershire as required to support other areas of the business (E)

Personal qualities, communicating and relating to others

- Excellent customer service skills and experience of managing difficult customers effectively (E)
- Excellent interpersonal and communication skills (E)
- Good at building relationships with both internal and external stakeholders (E)
- Ability to prioritise, use own initiative and take a problem solving approach to work tasks (E)
- Ability to work well as part of a team and independently when required (E)
- Ability to be flexible and work evenings/weekends as required (D)

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults(E)
- This post requires a Disclosure and Barring Service Check at an Enhanced Level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)
- Hold a current, full driving licence which is valid for driving in the UK (E)
- The Youth Support Team is a 9:00am-9:00pm service with a requirement to work outside of normal office hours (E)