

Job Description

Job Title:	Supported Internship Administrator
Reports to:	Supported Internship Senior Administrator
Grade Band:	F £25,062.00 - £30,636.00 FTE
Location:	Home based with Yorkshire wide travel

Purpose

The Supported Internship Administrator will ensure all administrative functions relating to the supported internship delivery are carried out in an accurate and timely manner. This work will include maintaining the supported internship CRM, shared drives, confidential paperwork relating to young people's applications, processing of Access to Work claims and local authority payments and other processes commensurate with the role.

Main Duties and Responsibilities

This is a general description. The emphasis on duties may vary depending on the work location, training, experience, and support.

1. Ensure adherence to the company's equalities and diversity policy.
2. To work with the Supported Internship Managers and teams to set up and maintain administrative systems that allow for the efficient delivery of supported internship programmes.
3. Ensure shared drives such as MS Teams are arranged in a way accessible and convenient for the wider SI team.
4. To quality assure all contract beneficiary paperwork completed by delivery teams and hosted on company shared drives including access to work, local authority EHCP review documentation and other stakeholder correspondence.
5. To provide regular updates and contract performance data to the Assistant Operations Director, Operational and Site Managers and Shaw Trust Operational Support Service.
6. To collate contract case studies, customer feedback and contract reports as required.
7. Administration of intern recruitment process including responding to applications and enquiries by email or telephone, being a core advocate for the SI programme.
8. To build an effective relationship with the local authorities DWP (Access to Work), the corporate services managers and the Shaw Trust finance teams to ensure monthly claims are quality assured and sent in time by preparing and tracking.

9. Work with site supported internship teams including the tutor, job coach and manager to ensure intern paperwork is completed and saved correctly including Access to Work applications; EHCP and local authority review documentation and financial returns.
10. Travel to SI delivery sites to support site teams such as for completing paperwork or working with the teams on marketing and recruitment events.
11. Co-ordinating and supporting assessment days at delivery sites.
12. Willing to work early evenings when required, e.g. family recruitment events.
13. To support the development of promotional material and content for social media posts and information for stakeholders when required.
14. To provide informal mentoring and support to a Supported Internship Ambassador.
15. To liaise with Finance Team with regards the timing and financial value of the monthly / quarterly invoices to Access to Work and local authorities.
16. Work with QA Officer to coordinate staff training programme.
17. Other duties commensurate with the level and nature of the post.

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.

Person Specification Job Title: Supported Internship Administrator (E=Essential D=Desirable)
SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) <ul style="list-style-type: none">• Strong IT skills to include being able to access a client database and run searches to support the performance management of the contract.• MS Office, specifically Word (E), Excel (E) and PowerPoint (D)• Ability to prepare and support online meetings including agenda preparation, minute taking and managing break-out rooms (D)
Experience of (all [E] unless indicated) <ul style="list-style-type: none">• Providing quality assurance and administrative support on a range of contracts to include those that are externally funded (D).• A proven ability to check paperwork against a quality assurance framework.
Skills and Attributes (all [E] unless indicated) <ul style="list-style-type: none">• Ability to travel to SI sites as required.• Minute taking.• A methodical approach and attention to detail.• Ability to work flexibly to cope with the varying demands of the role and achieve desired results, including some evenings.• Strong interpersonal and team working skills.• Ability to work on own initiative and within a team.• Able to provide informal mentoring and support to an intern ambassador.• Positive and enthusiastic.• Able to meet deadlines and prioritise workload.
Personal qualities, communicating and relating to others (all [E] unless indicated) <ul style="list-style-type: none">• Excellent organisation skills.• Confidence to provide feedback to delivery staff on the quality of client paperwork.• Demonstrate an understanding and active commitment to equality and diversity.• Commitment to continuous professional development
Safeguarding (all [E] unless indicated) <ul style="list-style-type: none">• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults• This post requires a Disclosure and Barring Service Check at an enhanced level

Other

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity.
- Ability to travel on behalf of the Trust as necessary
- Willingness to undertake travel throughout the UK