

Job Description

Job Title: WorkWell Administrator

Reports to: WorkWell Programme Manager

Grade Band: E

Location: Remote with occasional travel to West London

Areas of Delivery: Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, Royal Borough of Kensington & Chelsea and Westminster

Purpose

The WorkWell Administrator plays a crucial role in supporting the effective delivery of the WorkWell programme across North West London. The postholder will work collaboratively with operational colleagues to ensure the smooth running of all programme processes, systems, and participant support activities. This role is central to maintaining the quality, accuracy, and consistency required to deliver an impactful service to individuals seeking employment, inclusion, and greater independence.

The postholder will be responsible for providing high-quality administrative coordination, maintaining robust records, preparing documentation, managing programme communications, and supporting the timely completion of required reporting. A strong eye for detail and a methodical approach to administrative tasks will be essential to uphold compliance standards and ensure that all elements of the WorkWell service are implemented effectively.

Financial administration will form a key part of this role, including processing supplier invoices, monitoring purchase orders, supporting budget tracking, and ensuring that financial documentation is accurate, timely, and compliant with organisational procedures. The WorkWell Administrator will contribute to maintaining clear audit trails and supporting the programme's financial integrity.

To excel in this role, the individual must embrace change, demonstrate curiosity and a willingness to learn, and actively contribute to a collaborative team environment. The role requires balancing the empathy and commitment of a charitable purpose with the commercial discipline needed to deliver a consistently high-quality programme.

The WorkWell Administrator supports Shaw Trust's broader mission: creating a society where everyone has the opportunity for employment, inclusion, and independence, and ensuring that the WorkWell programme continues to make a meaningful and measurable difference in the lives of its participants.

Main Duties and Responsibilities

1. Point of contact for Participant enquires
2. To support with the processing of payments / invoices, reconciling any spend against approved transactions, recording and tracking against budget
3. Provide support to the service, enabling front line staff to focus on Participants by managing and completing administrative and support functions
4. Host any key stakeholders visits or events relating to the service ensuring facilities, agenda and arrangements are well-organised and communicated to relevant parties
5. Take part in weekly team meetings with the team to allow the sharing of ideas and best practices, take minutes and disseminate in a timely manner to the team
6. Collect, collate, and disseminate management information for use in the delivery of the Contract
7. Produce high level, accurate analyses, and reports of financial and management information for company and external use
8. In partnership with the service manager, develop and implement quality processes for use on the Contract
9. Monitor and audit data capture systems to ensure the recording of all contract performance monitoring and management information is effective to enable the production of reports, and statistics
10. Conduct evidence-based quality checks monthly
11. Review data on key performance metrics and formulate a continuous improvement plan for each delivery team, ensuring these are reviewed and updated quarterly
12. Maintain instructions, guidelines and procedures for staff including SOP, MAF and CRM guides maintaining document control practices
13. Support all delivery teams to maximise performance by using the CRM and MI systems effectively through training, MI analysis and feedback
14. Overseeing timeliness and quality of data inputting, supporting the Programme Manager to meet claim deadlines
15. Collate and process monthly claims in a timely manner ensuring all claims are accurate
16. Operate a customer focused culture to designated standards of service, ensuring customer feedback is appropriately reported
17. Train new staff on the CRM System
18. Despite this being a home-based role you may be required to attend Team Meetings in the North West London area. These will occur multiple times a year.

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 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.
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 style="text-align: center;">Person Specification Job Title: WorkWell Administrator (E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none">• Relevant qualification in administration (D)• Proficient with Microsoft Excel, Word, Outlook and Teams (E)• Demonstrable evidence of Continuing Professional Development (E)
<p>Experience</p> <ul style="list-style-type: none">• Customer service or administration experience (E)• Relevant experience in an administrative function (D)• Demonstrable experience of successfully working to targets (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 (E)• Understanding of our client group and the barriers our clients may face (D)• Understanding of data protection and information security (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none">• Excellent interpersonal and communication skills (E)• Good at building relationships with both internal and external stakeholders (E)• Ability to use initiative when required and take a problem solving approach to work tasks (E)• Ability to work well as part of a team and independently when required (E)
<p>Safeguarding</p> <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. (E)• This post requires a Disclosure and Barring Service Check at an adult and child level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)
- Some travel and potential overnight stay with expenses paid to attend training and meetings (E)