

Job Description

Job Title: Regional Administrator – CFO Evolution

Reports to: Head of CFO

Grade Band: F

Location: Home Based

Purpose

To operate an efficient and effective administration service in line with the requirements of Shaw Trust and its contractual obligations. Processing referrals, maintaining participant database records throughout the participants time on programme and general regional administrative tasks – e.g., purchase of stationary, and managing the regional email inbox for referrals questions and queries .

Main Duties and Responsibilities

1. Minute taking for any management/stakeholder/HMPPS/supplier regional interface meetings.
2. Providing support for the Quality Assurance Assistant when required.
3. To run reports daily and sent to managers for actioning. Including transfers and releases from custody to ensure appointments/actions are followed up.
4. Collating feedback data for our feedback mechanisms – e.g., suggestion boxes, surveys and focus groups and contacting disengaged participants to source feedback.
5. Booking of meeting rooms, venues, and sites for meetings and participant training courses (where applicable).
6. Ensuring that all contact lists and staff organisational charts are up to date and accurate.
7. Supporting with purchasing items for participants.
8. Support with gathering due diligence from training providers in line with Shaw Trust processes and procedures.
9. Support with finance administration duties.

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>Person Specification</p> <p>Job Title: Regional Administrator – CFO Evolution</p> <p>(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <p>Minimum of 5 GCSEs or equivalent (D)</p>
<p>Experience</p> <ul style="list-style-type: none"> • Evidence of working in a customer focused environment (E) • Previous administrative experience (D) • Experience of using office systems, including telephone, e-mail etc. (E) • A positive attitude to disability, health problems and employment problems (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Sound knowledge of computer systems, particularly databases, word processing and spreadsheet packages (Microsoft Office) (E) • Ability to maintain statistical information and records (E) • Good organisational skills (E) • Ability to problem solve and respond appropriately to a variety of situations (E) • Embraces change and drives continuous improvement (E) • People centred in a commercial framework, takes accountability for results (E) • Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E) • Collaborates and unites with others behind the organisations mission (E) • Provides a best-in-class service to all clients internal and external (E) • Ability to engage, and relate well to individuals from a diverse range of backgrounds and abilities (E) • Customer service focussed (E) • Professional and efficient telephone manner (E) • Dynamic, self-motivated with previous experience of prioritising tasks (E) • Ability to act on own initiative (E) • Ability to work collaboratively as part of a team (E) • Positive attitude to disability and social inclusion with an understanding of related issues (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Good interpersonal and communication skills (E) • Ability to work as part of a team (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 a Basic level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)