

## **Job Description**

**Job Title: Administrative Officer**

**Reports to: Office Manager or Senior Administrative Officer**

**Salary: £17767.00 - £19949.00**

**Location: Gloucestershire**

### **Purpose**

To provide excellent administrative support to the Youth Support Team. To provide reception and customer facing services to young people and our partner organisations.

### **Main Duties and Responsibilities**

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

- Ensure adherence to the company's equalities and diversity policy.
- To undertake administrative duties to support the business needs of the Youth Support Team to meet its objectives
- To provide support with financial matters including on-line shopping, petty cash and accurate recording of purchases for budget monitoring purposes
- To facilitate meetings, seminars and workshops including booking rooms and venues, sending invite letters, taking minutes and preparing agendas
- To support building management duties
- To support a team ensuring that they receive the administrative support they need to function on a day-to-day basis
- To be responsible for the accurate input and monitoring of data onto relevant Youth Support Team databases
- Creation and maintenance of filing and recording systems, including statistics and monitoring as appropriate
- To maintain high quality reception and customer areas for young people, other users and partner organisations
- To respond and deal with queries via telephone, email and in person providing a high standard of customer care
- To undertake research as required

- To undertake such other duties related to the work of the Youth Support Team as may be assigned that are consistent with the nature of the job and its level of responsibility
- Assist in the implementation of Prospect's Equal Opportunities policy
- To adhere to all Prospect's Health and Safety policies and procedures and other policies and procedures applicable to employees
- To safeguard young people and vulnerable adults
- 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.

<p align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title: Administrative Officer</b></p> <p align="center">(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• NVQ 3 in Business Administration or an appropriate equivalent qualification (E)</li> <li>• Educated to GCSE level in Mathematics and English at C or above or equivalent (E)</li> <li>• Excellent ICT skills including Microsoft Office Packages – word, excel and PowerPoint (E)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of providing services to young people would be desirable but not essential (E)</li> <li>• Experience of providing administrative support to a team and identifying priorities to meet the demands of a busy office (E)</li> <li>• Understanding of safeguarding young people and vulnerable adults and an ability to demonstrate how this applies to their work (E)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Have a positive attitude, be flexible and with an adaptable approach to challenges (E)</li> <li>• Committed to continued self-development and willingness to participate in training (E)</li> <li>• Ability to organise own work and develop effective systems and processes for others (E)</li> <li>• Ability to be flexible and work evenings/weekends as required (D)</li> <li>• Able to meet deadlines (E)</li> <li>• Excellent customer service skills and experience of managing difficult customers effectively (E)</li> <li>• Experience of providing services to young people (D)</li> <li>• Willingness to travel to other offices if/when required (E)</li> </ul>

**Personal qualities, communicating and relating to others**

- Ability to work as part of a team, with a flexible approach
- An understanding of and commitment to promoting equality and diversity.
- Ability to undertake work on own initiative

**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. (D)
- The Youth Support Team is a 9:00am-9:00pm service with a requirement to work outside of normal office hours. (E)