

## Job Description – Senior Administrative Officer

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Post	<b>Senior Administrative Officer</b>
Job Purpose	To manage a small centre and the admin staff within it, or to support the Office Manager in a larger building. To support the administrative needs for the Youth Support Team.
Location	Gloucestershire
Line Manager	Office Manager or Team Manager
Job Category	Child and Adults Workforce: any position that involves working/volunteering with children and adults.
DBS Disclosure	Enhanced

To comply with and understand Prospects safe guarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

Prospects is committed to promoting equality of opportunity, valuing diversity and eliminating discrimination, as a core value.

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

### Job Description

- To manage the admin support within a small centre, or assist with managing admin support within a large centre, working closely with managers to ensure the admin functions for the building are delivered.
- To maintain high quality reception and customer areas for young people, other users and partner organisations and ensure that a high level of customer care is provided.
- To prioritise workloads and allocate admin tasks to meet business needs.
- To design and maintain administrative procedures in line with business needs taking into account external requirements and standards.
- Deputise for the Office Manager (if applicable).
- To provide training and support to staff and ensure that staff have clear work plans and objectives.
- To support a range of teams ensuring that they receive the administrative support they need to function on a day-to-day basis.
- To provide support with financial matters including on-line shopping, petty cash and accurate recording of purchases for budget monitoring purposes.
- To facilitate meetings including booking rooms and venues, sending invite letters, taking minutes and preparing agendas.

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- To support building management duties and manage Health and Safety requirements.
- 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 respond and deal with queries via telephone, email and in person providing a high standard of customer care.
- 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 .
- Ensure adherence to the company's Equalities and Diversity policy.
- Other duties commensurate with the level and nature of the post.

### **Personal Specification**

- NVQ 3 in Business Administration or an appropriate equivalent qualification
- Educated to GCSE level in Mathematics and English at C or above or equivalent
- Excellent customer service skills and experience of managing difficult customers effectively
- Experience of providing services to young people
- Experience of developing and implementing administrative systems
- Experience of line management
- Excellent ICT skills including Microsoft Office packages – Word, Excel and PowerPoint
- Ability to organise own work and develop effective systems and processes for others
- Ability to be flexible and work evenings/weekends as required . Prepared to work from other offices as/when required
- Understanding of safeguarding young people and vulnerable adults and an ability to demonstrate how this applies to their work
- Have a positive attitude, be flexible and with an adaptable approach to challenges
- Committed to continued self development and willingness to participate in training

### **Additional Task if Designated (additional payment made)**

- First Aider (1 day or 3-day qualification)
- Fire Warden

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Training will be required to undertake these functions. If designated this role will be reviewed annually.