

Job Description

Job Title: Senior Administrative Officer

Reports to: Business Support Officer /PA to SLT

Location: Gloucestershire

Purpose

To manage the Admin Team within a Youth Support Centre and to support the administrative needs of the Youth Support Team.

Main Duties and Responsibilities

1. To manage the Admin Team working closely with managers to ensure the admin functions for the Youth Support Team are delivered.
2. To prioritise workloads and allocate admin tasks to meet business needs.
3. To provide training and support to staff and ensure that staff have clear work plans and objectives.
4. 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.
5. To design and maintain administrative procedures in line with business needs taking into account external requirements and standards.
6. To support a range of teams ensuring they receive the administrative support needed to deliver services professionally and effectively.
7. To provide support with financial matters including purchasing and petty cash.
8. To facilitate meetings including room and venue bookings, booking rooms and venues, sending meeting invitations, preparing agendas and minute taking.
9. To support building management duties and manage Health and Safety requirements.
10. To be responsible for the accurate input and monitoring of data onto client databases.
11. Create and maintain recording systems, including statistics and monitoring as appropriate.
12. To respond and deal with queries via telephone, email and in person providing a high standard of customer care.
13. To adhere to all Prospect's Health and Safety policies and procedures and other policies and procedures applicable to employees.
14. To safeguard young people and vulnerable adults.
15. Ensure adherence to the company's Equalities and Diversity policy
16. 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">Person Specification</p> <p align="center">Job Title:</p> <p align="center">(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • NVQ 3 in Business Administration or an appropriate equivalent qualification (D) • Educated to GCSE level in Mathematics and English at C or above or equivalent (E) • Excellent ICT skills including Microsoft Office packages – Word, Excel and PowerPoint (E)
<p>Experience</p> <ul style="list-style-type: none"> • Line management/supervisory experience (E) • Experience of developing and implementing administrative systems(E) • Experience of providing services to young people would be desirable but not essential (E) • Experience of providing administrative support and supervising a team and identifying priorities to meet the demands of a busy office (E) • Understanding of safeguarding young people and vulnerable adults and an ability to demonstrate how this applies to their work (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Ability to organise own work and develop effective systems and processes for others(E) • Ability to be flexible and work evenings/weekends as required. Prepared to work from other offices as/when required(E) • Understanding of safeguarding young people and vulnerable adults and an ability to demonstrate how this applies to their work(E) • Have a positive attitude, be flexible and with an adaptable approach to challenges(E) • Committed to continued self-development and willingness to participate in training (E) • Able to meet deadlines (E) • Ability to organise own work and develop effective systems and processes for others (E)

Personal qualities, communicating and relating to others

- Excellent customer service skills and experience of managing difficult customers effectively (E)
- Have a positive attitude, be flexible and with an adaptable approach to challenges (E)
- 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 a basic level (E)

Other

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