

Post	Senior Administrative Officer
Job 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.
Location	Gloucestershire
Line Manager	Office Manager or Business 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.

Job Description

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 take a lead in developing, maintaining and delivery of a key area of the Youth Support Team's administrative function across the service
- To design and maintain administrative procedures in line with business needs taking into account external requirements and standards
- To develop and implement quality assurance systems in relation to administrative processes and procedures
- Deputise for the Office Manager / Business Manager when required
- To provide training and support to staff
- 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.

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 would be desirable but not essential
- Experience of developing and implementation of administrative systems
- Understanding of quality assurance systems and how they can be applied
- 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
- 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