

GRACE EYRE JOB DESCRIPTION

POST: Administrator and volunteer coordinator

ACCOUNTABLE TO: Department Manager

JOB SUMMARY: To work as part of the Travel Buddy team. To support the staff, service users and management of Grace Eyre by undertaking day to day administrative tasks. To organise their own work and the administrative systems of the service efficiently.

MAIN DUTIES AND RESPONSIBILITIES

1. To provide administrative support to staff and managers of the organisation under the general direction of the line manager.
2. To recruit and support volunteers working within the project. Liaise with partners for volunteering opportunities and monitor activities.
3. To devise, implement and communicate administrative systems that improve the efficiency of Grace Eyre.
4. To take calls and pass on messages to the intended recipient.
5. To provide a welcoming reception to people phoning or visiting from outside. To provide information and assistance professionally and pass on any queries as appropriate to the appropriate Manager.
6. To type documents and prepare reports as directed
7. To provide administrative support for relevant areas as directed by the line manager. This will include managing the timescales and processes.
8. To support meetings as directed, this will include taking notes, typing up minutes, distributing copies of minutes and general organisation of meetings (refreshments, room bookings etc)
9. To maintain paper and electronic filing systems as directed and to ensure that data is stored appropriately and in line with data protection legislation and within Grace Eyre's own policies and procedures.
10. To work effectively with the organisations' database to ensure that records are accurate and that information reported from the system is reliable and up to date.



11. To order stationery and computer consumables in conjunction with the needs of the service.
12. To maintain an accurate diary system within the requirements of the organisation.
13. To conduct internet or paper research as required
14. To ensure that Grace Eyre's Equal Opportunity Policies and Procedures are implemented and to challenge prejudice, discrimination and oppression.
15. To participate in supervision meetings and training as directed
16. To cover the main reception as required and by agreement with respective managers

This job description outlines the main duties and responsibilities of the post holder. The post will include other duties and responsibilities not specified here. It is also likely that changes will be required from time to time.



GRACE EYRE
PERSON SPECIFICATION
POST: Administrator
LOCATION: Hove

Qualifications:

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| 1. NVQ level 2 in Administration or equivalent | Desirable |
| 2. Relevant qualification in IT | Desirable |

Experience

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| 1. Experience of providing administrative support (preferably in the voluntary or statutory sector). | Desirable |
| 2. Experience of effectively using all Microsoft Office software | Essential |

Skills

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| 1. Ability to communicate information clearly and precisely, and assimilate data and information quickly | Essential |
| 2. Excellent organisational skills, administrative skills, and time management | Essential |
| 3. Good interpersonal skills | Essential |
| 4. Ability to communicate with and treat all staff and service users with dignity and respect | Essential |
| 5. Ability to solve problems creatively | Essential |



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| 6. Good IT skills | Essential |
| 7. Ability to support the team in implementing change, to work creatively and welcome innovative ideas | Essential |
| 8. Ability to manage workload as set and achieve outcomes with minimal support | Essential |
| 9. Ability to train staff to use IT software as appropriate | Desirable |
| 10. Ability to carry out research to support managers where required | Essential |

Knowledge

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| 1. Understanding and commitment to equal opportunities, especially in relation to people with learning disabilities, and the staff who support them. | Essential |
| 2. Working knowledge of the voluntary and statutory sectors | Desirable |

Circumstances

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| 1. Ability to work flexibly and in other locations as required | Essential |
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ABILITY · EQUALITY · INDEPENDENCE

