

JOB DESCRIPTION/PERSON SPECIFICATION

Job title	Administrator
Department	Choices
Reporting to... (Job Title of Line Manager)	General Manager
Staff responsible for.....	
Any specific working conditions (lone working, unsocial hours)	Office based working conditions occasionally required to support managers in other locations/ services
Job Summary Max 500 Words	<p>1.General nature, To work as part of the administrative team. To support staff, service users and management of Grace Eyre with day to day administrative tasks.</p> <p>2.Main Purpose, Support the Choices service with administrative tasks</p> <p>3.Main Objectives, To support choices management to ensure a high quality service with streamlined efficient processes.</p>
Key tasks and responsibilities	<p>1. To provide administrative support to staff and managers of the organisation under the general direction of the line manager.</p> <p>3. To take telephone calls and pass on messages to the intended recipient.</p> <p>4.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.</p> <p>5.To type documents and prepare reports as directed</p> <p>6. To provide administrative support for relevant areas as directed by the line manager. This will include managing the timescales and processes.</p> <p>7.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) and chasing actions</p> <p>8.To maintain paper and electronic filing systems as directed and to ensure that data is stored appropriately and in line with GDPR and within Grace Eyre's own policies and procedures.</p> <p>9.To support managers in the administrative duties relating to payroll and expense claims including using salesforce CRM to ensure accurate records and reports.</p> <p>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.</p> <p>11.To order stationary and computer consumables in conjunction with the needs of the service.</p> <p>12.To maintain an accurate diary system within the requirements of the organisation.</p> <p>13.To conduct internet or paper research as required</p> <p>14.To ensure that Grace Eyre's Equal Opportunity Policies and Procedures are implemented and to challenge prejudice, discrimination and oppression.</p>

	15.To participate in supervision meetings and training as directed.
Key results/objectives	<ol style="list-style-type: none"> 1. To support the Choices service to allow for quality and growth whilst maintaining accurate data collection in particular with payroll, invoicing and record keeping. 2. To devise, implement and communicate administrative systems that improve the efficiency of Grace Eyre 3. To have a solution focused approach to any concerns or issues with service delivery 4. Collect required data for quality monitoring purposes such as compliments, complaints, incidents and accidents. 5. Be able to collect necessary information for reviews in an organised and presentable format.

Criteria	Essential	Desirable
Qualifications/Education required for the role <ul style="list-style-type: none"> • QCF level 2 in administration or equivalent • Relevant qualification in IT 		Desirable Desirable
Skills/competencies/abilities Technical, organisational, communicative and creative skills expected from an ideal candidate <ul style="list-style-type: none"> • Communications – to be able to communicate effectively with across many levels including professionals, service users, staff and other outside sources, taking accurate and informative messages. • Teamwork- To be key link between services maintaining a positive team outlook. • Accountability and responsibility- to be able to manage tasks and responsibilities by self as well as follow direction from line manager. Prioritising tasks effectively. • Growth Mindset- have a good understanding of the organisation strategy and the need for efficient growth • 	Essential Essential Essential Essential	
IT skills required – Packages and level of skill required <ul style="list-style-type: none"> • Understanding of Salesforce, Microsoft Office Software 	Essential	
Knowledge <ul style="list-style-type: none"> • Understanding and commitment to equal opportunities, especially in relation to people with learning disabilities, and the staff who support them. • Working knowledge of the voluntary and statutory sectors 	Essential	
Previous experience (level of experience in a similar organisation or equivalent roles) <ul style="list-style-type: none"> • Experience of providing administrative support (preferably in the voluntary or statutory sector). • Experience of effectively using all Microsoft Office software • Experience in using Salesforce CRM 	Essential Essential	Desirable

Standard Statements for all roles
Where duties and responsibilities change, the job description will be reviewed and amended in consultation with the employee
The role holder will be expected to carry out any other duties within the scope, spirit and purpose of the job as requested by a relevant Manager or senior.
The role holder should actively follow business procedures and policies including Equal Opportunities policies
The role holder will maintain an awareness and observation of Fire and Health & Safety Regulations

The role holder will uphold the GE Charter by supporting Service Users to

- **Lead Healthy Lives**
- have **Strong and Supported Relationships**
- **Travel** around where they like
- have good **Housing**
- try out **New things**
- be **Listened to**
- be **part of the communities** in which they live

The role holder will be expected to sign up to and uphold the Social Care commitment which links directly to the Grace Eyre Code of Conduct

1. I will always take responsibility for the things I do or don't do
2. I will always promote and uphold the privacy, dignity, rights, health and wellbeing of people who need care and support.
3. I will work co-operatively with others to ensure the delivery of safe, high-quality care and support.
4. I will communicate in an effective way to promote the wellbeing of people who need I will improve the quality of the care and support I provide by constantly reflecting on and updating my own knowledge, skills and experience. care and support.
5. I will respect people's right to confidentiality, protecting and upholding their privacy and dignity.
6. I will improve the quality of the care and support I provide by constantly reflecting on and updating my own knowledge, skills and experience.
7. I will promote equality, diversity and inclusion by treating all people fairly and without bias.