

# Administrator

## Job Description & Person Specification

### Job Details

<b>Job Title:</b>	Administrator
<b>Department:</b>	Active Lives
<b>Location:</b>	36 Montefiore Road, Hove, BN3 6EP and surrounding areas
<b>Reporting to:</b>	Team Leader
<b>Staff responsible for:</b>	None
<b>Salary:</b>	Salary scale 1
<b>Working Time:</b>	Hours are worked between 9am to 5pm, Monday to Friday inclusive. Some evening and weekend work may be required
<b>Any specific working conditions:</b>	Office based

### Summary of the Role

To work as part of Grace Eyre's administrative 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.

### Key Tasks and Responsibilities

- To provide administrative support to staff and managers of the organisation under the general direction of the line manager.
- To devise, implement and communicate administrative systems that improve the efficiency of Grace Eyre.
- To take telephone calls and pass on messages to the intended recipient.
- 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.

- To type documents and prepare reports as directed.
- To provide administrative support for relevant areas as directed by the line manager. This will include managing the timescales and processes.
- 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)
- 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.
- 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.
- To order stationary and computer consumables in conjunction with the needs of the service.
- To maintain an accurate diary system within the requirements of the organisation.
- To conduct internet or paper research as required
- To ensure that Grace Eyre's Equal Opportunity Policies and Procedures are implemented and to challenge prejudice, discrimination and oppression.
- To participate in supervision meetings and training as directed
- To cover the main reception as required and by agreement with respective managers

The post will include other duties and responsibilities not specified here. It is also likely that changes will be required from time to time.

## Qualifications/ Education

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|---|-----------|
| • NVQ level 2 in Administration or equivalent | Desirable |
| • Relevant qualification in IT                | Desirable |

## Skills/Competencies/Abilities

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

## IT Skills

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|---|-----------|
| • Good IT skills  | Essential |
| • Ability to support the team in implementing change, to work creatively and welcome innovative ideas | Essential |
| • Ability to train staff to use IT software and systems as appropriate                                | Essential |
| • Ability to manage workload as set and achieve outcomes with minimal support                         | Essential |

## Knowledge

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|---|-----------|
| • Experience of providing administrative support (preferably in the voluntary or statutory sector).   | Desirable |
| • Experience of effectively using all Microsoft Office software   | Essential |
| • Understanding and commitment to equal opportunities, especially in relation to people with learning disabilities, and the staff who support them. | Essential |
| • Working knowledge of the voluntary and statutory sectors  | Desirable |
| • Ability to work flexibly and in other locations as required   | Essential |

## Our Values

Our organisational values are a shared set of standards that everyone at Grace Eyre can aspire to and help us to bring our vision, mission, Charter and Our Plan to life.

Our values are:

