



JOB DESCRIPTION

Job Title: Administration Assistant

Reports to: Senior Manager Education

Overall Job Purpose

To provide a high quality administration service which supports the organisation to continue to establish itself at the forefront of residential child care and education. To build positive and effective working relationships both internally and externally, ensuring a high standard of professionalism and an awareness of the need for a high level of confidentiality. To carry out all tasks in a way that communicates the values and mission of the organisation.

Key Responsibilities

- To co-ordinate meetings, including scheduling, preparation of relevant papers, attend the meetings where required and take accurate minutes, with follow-up to any actions.
- To provide administrative support to senior management as required.
- To format, collate and complete reports as necessary.
- To maintain databases containing highly sensitive information relating to young people and staff.
- To complete lodging of daily case notes and incidents.
- To process referrals and admission of young people.
- To manage stationery and office equipment requirements.
- To assist in the recruitment of staff, from managing incoming applications to clearing staff to start. To assist with other human resource processes.
- To assist in the organisation of staff training and development.
- To provision of a reception service, ensuring that all calls are effectively dealt with within a reasonable timescale. To manage phone systems, liaising with provider as required. To welcome visitors to the organisation, ensuring signing in/out book is completed.
- To manage mail systems.
- To maintain a central diary, controlling bookings for meeting rooms and transport.
- To complete audio-typing when required, using electronic recording system.
- To undertake fire officer duties, performing fire alarm checks as required.
- To carry out any other duties which might be reasonably expected by the Senior Manager Education.

Qualifications and Experience

- HNC and/or SVQ3 in relevant administration discipline.
- Minimum of 2 years experience in administration.
- Expert knowledge of Microsoft packages.
- Beneficial to have knowledge of audio-typing, using electronic recorder.
- Beneficial to have experience of recruitment and human resource processes.

Person Specification

It is essential that the postholder:

- Is honest, reliable and trustworthy, capable of maintaining a high level of confidentiality.
- Is able to present professionally at all times.
- Is able to use own initiative and to work unsupervised, but also with the ability to be a team player.
- Is highly organised and assertive, with the desire and ability to see tasks through to completion.
- Is able to demonstrate excellent communication skills, both verbal and written.
- Is skilled in prioritising a demanding workload, with the ability to balance competing demands whilst producing accurate work.
- Is able to embrace the values and mission of the organisation and be able to communicate these in the course of work tasks.
- Is able to engage positively and effectively with young people, has a caring attitude and a genuine interest in the rights and welfare of young people.
- Is willing to demonstrate skills to young people.
- Is willing to occasionally work outwith normal office hours.
- Is in possession of a clean driving licence and has access to a vehicle.

References and Police Checks

- Professional references, including previous and current employers, verifying personal/professional competencies.
- Clearance of relevant police and criminal record checks.