



## **JOB DESCRIPTION**

**Job Title:** Administration Supervisor / PA to Board

**Responsible to:** Head of Support Services

### **Overall Job Purpose**

To supervise the provision of administrative support, ensuring that reception and administrative functions are working effectively through support, supervision and direction of staff. Provide effective administrative support to Board of Directors.

### **Key Responsibilities**

1. Provide high quality administrative support to the Board of Directors.
1. Effectively manage electronic diaries, assessing priority of appointments.
2. Provide support for an extensive range of Board meetings, including preparing agendas, meeting papers, taking Minutes, progressing actions.
3. Be first point of contact for calls and correspondence to the Board of Directors, providing effective screening service and responding on her behalf where required.
4. Act as key liaison between the Board of Directors and other key parties.
5. Provide high quality and professional office hospitality to visitors.
6. Ensure an efficient administrative support service is provided to the senior management team and all services.
7. Develop, review, and implement administrative department systems and controls.
8. Provide high level support at senior management and Board level.
9. Supervise and develop administration staff, providing training and guidance as necessary.
10. Delegate specific projects to administration employees.
11. Oversee staff performance and developing ways to maximize productivity.
12. Deliver effective administrative support systems for the day-to-day operation of the organisation's services, ensuring that all administration tasks are carried out accurately and timely.
13. Organise meetings, prepare relevant papers, take Minutes, using electronic recording where necessary.
14. Minute-take for confidential meetings involving staff.
15. Ensure effective reception services are in place at relevant locations.

16. Ensure reports for young people's meetings are prepared timeously.
17. Administration of referrals and admissions procedures, including set-up and ongoing maintenance of young peoples' data.
18. Preparation of monthly and ad hoc reports.
19. Administration of complaints.
20. Management of inventory and ensure office supplies are ordered on a timely basis.
21. Develop positive relationships with young people, providing opportunities for work experience where appropriate.
22. Any other duties consistent with the nature and status of the job.

## **PERSON SPECIFICATION**

- Able to communicate effectively at all levels, in both verbal and written format, including outside agencies.
- Able to practice confidentiality.
- Able to acquire and maintain an overall knowledge of the organisation's key personnel and organisational structure in order to respond to requests for information, circulate information appropriately and cross-reference information.
- Able to prioritise and allocate personal workload and that of direct reports.
- Excellent organisational skills.
- Thorough attention to detail.
- Ability to use initiative.
- Resourcefulness and excellent time management skills.
- Able to work under pressure and to strict deadlines.
- Willing to undertake professional development as required.

## **Qualifications and Experience**

### **Essential**

3 years in a busy administration environment.

### **Desirable**

HNC in Administration or equivalent qualification.

2 years in a Personal Assistant role.

1 year in a supervisory role.