



## Job Description

### SENDIAS Administrator

**Location:** Medway  
**Hours:** 4  
**Grade:** 1 point 1 £14,540 - £16,528 (per annum, pro rata)  
**Service:** Family Action SENDIAS Service  
**Reports to:** SENDIASS project Lead Officer

### Principal Accountabilities

To provide general administrative support such as typing documentation, filing, photocopying, data inputting, scanning and faxing

Day to day workload will include answering phones, meeting and greeting, managing appointments and room bookings.

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1. Provision of general administrative and clerical support to the members of the SENDIAS team, in accordance with the needs of the service in an appropriately confidential manner
2. To impute data onto the services case management system (inform), keeping information up-to-date and supporting data gathering for the purpose of monitoring and evaluation.
3. To ensure rooms are set up ready for meetings and help distribute relevant documentation. To take minutes for meetings appropriate to the Administrative Assistant role and when
4. To answer the answer the telephone in a polite and professional manner, giving a helpful and proficient service to the caller as and when required and record contact details for new cases on the case management system.
5. To deal with queries quickly ensuring that messages are passed to the relevant people as soon as possible, as and when required
6. To prioritise information and ensure staff are informed accordingly

7. To be part of and contribute to Task as and when appropriate for the development of promotional materials i.e. putting together welcome packs and disseminating to new cases.
8. To work in a team environment ensuring that deadlines are met by the administration team.
9. To ensure that information areas are kept up to date, replenishing leaflets, booklets and updating posters on notice boards, etc. as and when required
10. To contact clients and complete services evaluation forms at case closure.
11. To use the internet and update information packs stored on the internet.
12. Ensure the maintenance, at all levels, of confidentiality in relation to information as per agreed policies and best practice
13. Ensure knowledge, understanding and compliance with all health and safety policies, for the safety and health of users, staff and premises
14. Take part in external and internal training programmes as appropriate
15. Able to evidence Family Action's values at all times, which underpin Family Action's missions of building stronger families by:
  - e) Being **people** focused
  - f) Reflecting a '**can do**' approach
  - g) Striving for **excellence** in everything we do
  - h) Having **mutual respect** for everyone we work with, and support through our service.

## **Person Specification**

1. Good communication skills – both written and verbal
2. Good organisational skills with the ability to prioritise
3. Good standard of computer competency
4. Flexible
5. Team player
6. Ability to deal with confidential information
7. Ability to work on own initiative
8. Experience of taking and transcribing minutes.
9. Experience of frontline/reception work and customer care. i.e. Confident and polite telephone manner
10. Experience of data inputting and ability to keep computerised information packs up to date.
11. Experience of communicating with a diverse range of people - families, children, members of statutory, voluntary and community organisations
12. Able to evidence Family Action's values at all times, which underpin Family Action's missions of building stronger families by:
  - a. e) Being **people** focused
  - b. f) Reflecting a '**can do**' approach
  - c. g) Striving for **excellence** in everything we do
  - d. h) Having **mutual respect** for everyone we work with, and support through our service.

Flexible working hours will be required and must be negotiated with your immediate manager in line with your contractual boundaries