

## **Job description**

### **Relationship Support Administrator**

**Location:** Head Office ECTV 2PT

**Hours:** 22.5 hours

**Salary:** Grade 1, point 6 (Plus ILW)

**Service:** Relationship Support Services

**Reports to:** Relationship Support Business Coordinator

#### **Principal Accountabilities:**

1. Be a key part of a small, busy and proactive team of administrators that assists the Relationship Support Business Coordinator with a range of administrative processes.
2. Collect and input referral data accurately into MS Excel databases and provide information from Family Action managers and staff as required.
3. Contact service users by telephone, email, text and letter to book service users onto courses, and in doing so handle sensitive information, including referrals, adhering to data protection policies at all times.
4. Establish and maintain positive links with Family Action staff across this national service ensuring that local coordinators and programme trainers have accurate and up to date booking information.
5. Have the ability to set up and manage databases to assist with the monitoring and evaluation of the service and be able to produce statistical reports as required.
6. Complete reports, correspondence, minute taking, paper and electronic filing, and any other required administrative duties with a clear understanding of the importance of maintaining confidentiality of Family Action and service user information.
7. Have a warm, friendly and assertive telephone manner and demonstrate a helpful and sensitive approach in communicating with service users while maintaining professional boundaries.
8. Where necessary liaise with and update managers, commissioners, delivery staff and key stakeholders with information they require including performance against key performance indicators.

9. Assist with financial processes including processing of invoices and expenses returns and ordering of stationery items.
10. Assist the managers and staff with the development and distribution of promotional material related to the programmes.
11. Promote a positive image of Family Action, comply with all Family Action Policy and Procedures, and work flexibly as required by the needs of the services, carrying out any other reasonable duties as required.
12. You will be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - Being **people** focused
  - Reflecting a '**can do**' approach
  - Striving for **excellence** in everything we do
  - Having **mutual respect** for everyone we work with, work for and support through our services

## Person Specification

### Administrator



1. Demonstrable experience of working within an office setting, including the ability to organise and prioritise work and to carry out routine tasks accurately and in a timely manner.
2. The ability to work effectively as a part of a team that at times is under pressure to meet tight deadlines.
3. Excellent computer skills including substantial experience of using MS Excel and Outlook.
4. A confident telephone manner that is both empathetic and assertive.
5. Ability to keep accurate records and to deal appropriately with sensitive and confidential information.
6. Experience of processing invoices is desirable.
7. Knowledge of filing and information keeping systems including setting up a resource library, databases, communication and statistical systems.
8. Knowledge and commitment to equality of opportunity and commitment to anti-discriminatory practice in all aspects of the project
9. Understanding of the need for confidentiality of information regarding all aspects of the post.
10. Knowledge of support for parents, their children and related work with families and the ability to screen referrals appropriately
11. Ability to communicate effectively both verbally and in writing with a good command of English grammar, spelling and the ability to take and write minutes of meetings and to liaise with other organisations on behalf of Family Action.
12. Ability to understand and empathise appropriately with the issues facing children and families, especially those with complex needs and who are currently managing conflict. The post holder will be required to undertake ongoing safeguarding training.
13. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

- a) Being **people** focused
- b) Reflecting a '**can do**' approach
- c) Striving for **excellence** in everything we do
- d) Having **mutual respect** for everyone we work with, work for and support through our services