

JOB DESCRIPTION

Administrator for the Wandsworth WellFamily Service and Young Carers Service

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| Employer: | Family Action |
| Hours: | 15 hours |
| Contract: | Permanent but there may be reduction in hours from March 2019 |
| Grade: | Family Action Grade 1 point 6 to 10 with ILW |
| Reports to: | Project Manager |
| Location: | 100 Wandsworth High Street, London, SW18 4LA |
| Function: | To provide administrative and project support to the Wandsworth WellFamily and Young Carers Services |

PRINCIPAL ACCOUNTABILITIES

1. Process incoming referrals to both services as required. Checking referrals are complete and meet basic criteria. Adding information to Family Action information and referral database.
2. Support the manager to collate and submit monthly/quarterly information reports to the Local Authority.
3. Process petty cash and submit returns to central office. Process invoices and any income.
4. Monitor stationery requirements and order as required. Ensure that office equipment and other resources are maintained at appropriate levels.
5. Ensure that the office environment complies with and maintains a high level of Health and Safety standards in accordance with the standards as applies to legislation and liaise with Landlord.
6. Deal promptly, politely and professionally with telephone callers and record calls appropriately following office protocols.

7. Participate in team meetings as requested by the project manager. Record and write up minutes of meetings as required.
8. To service and maintain local and central databases. Support the project workers, students and volunteers to maintain up to date accurate and comprehensive records and data collection.
9. To develop knowledge of internal and external quality standards and deliver measurable, evidenced support to contribute to a culture of high performance within the service.
10. To be 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
11. Adhere to Family Action's confidentiality policy and ensure that confidentiality is maintained at all times
12. To be a passionate advocate for service user participation and involvement when collecting data and to work with front line staff to heighten their awareness and to give support where needed.
13. Comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. Implement the principles of Family Action's equal opportunities and diversity policy and promote positively the principles of the policy amongst colleagues and service users.
15. Comply with Family Action's health and safety policy and data protection policy, and protect the health, safety and welfare of self and others.
16. Work flexibly as may be required by the needs of the service and undertake any other reasonable duties as required.

PERSON SPECIFICATION

Administrator

Essential Requirements:

1. Proven experience of using Word for Windows, Excel and databases, internet and Outlook.
2. Good written and verbal communication skills.
3. Experience of setting up and running administrative systems.
4. Ability to maintain records and collate statistical information.
5. Ability to work independently, using own initiative and as part of a diverse team.
6. Evidence of organisational and time management skills
7. Experience of maintaining financial systems including the ability to administer petty cash and process invoices.
8. Experience of understanding and inputting data on excel spread sheets, including budgetary information.
9. Ability to manage health and safety systems within an office environment and ensure that policies and procedures are adhered to.
10. Ability to work with service users, volunteers and referrers with appropriate courtesy while maintaining confidentiality.
11. Commitment to Family Action's Equal Opportunities Policy and an ability to reflect upon equality and diversity issues take appropriate action.
12. Demonstrate an understanding of safeguarding issues and relevant procedures
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