



PAC-UK



Job description

Job Title: Team Administrator

Location: Leeds

Hours: 37 hours

Grade: 1 Point 6-10

Service: Children and Families

Reports to: Operations Assistant

Principal Accountabilities:

1. Work as assigned liaising with Heads of Service, Directors, team members, counsellors, venues and clients to ensure smooth running of the service, including;
2. Assist Service Managers as required to run a smooth client service in coordination with counsellors, psychotherapists and psychologists. This will involve photocopying and preparation of materials for use in sessions or at conferences
3. Booking of outreach venues in coordination with counsellors
4. Correspondence with counsellors, clients and local authorities as required
5. Checking accurate input of client case data onto database
6. Minutes at meetings as required
7. Creation of yearly appointment diaries
8. General typing, photocopying, scanning and email request handling as required
9. General administrative support to the whole team as required
10. Diary management, arranging travel, minute taking and general assistance to Directors

Other Tasks (on a rota with other Support Services staff):

11. Answer telephone calls and greet clients
12. Open mail, frank and despatch mail at end of day

13. Participate in PAC-UK internal staff meetings, PAC-UK activities involving staff and assist in the administration of such activities, as required.
14. Assist other members of staff as required.
15. To provide administrative cover on a flexible rota with other admin staff to ensure that evenings as well as day time opening hours are covered.
16. Carry out or participate in all such other tasks and activities compatible with the nature of the post as shall further the work of PAC-UK.

17. 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

18. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.

19. *(A – Supervisor and above version)*

To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

(B – below Supervisor version)

To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

20. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

21. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.



Person Specification

1. Evidence of substantial administrative experience including some experience of finance with particular reference to preparation and processing of invoices both internally and externally
2. Excellent English verbal and written communication skills including the ability to relate to people at all levels
3. Intermediate knowledge of Microsoft Office particularly Word, Excel and Outlook
5. Able to produce minutes of meetings and prepare reports which are accurate and well presented
6. Ability to effectively prioritise, excellent organisational and administrative ability
7. Ability to use initiative and to work well under pressure/to deadlines
8. Experience of developing and maintaining administrative system
9. Experience of working with confidential material
10. Ability to occasionally work flexible hours (i.e. out of usual office hours)
11. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
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 - 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