

Job description

**Administrator and Support Officer
Medway SENDIAS**

Hours: 12 hours per week over 2 days – Tues/Wed

Grade: Family Action Grade 2 point 11 - 15

Service: Medway SENDIAS

Reports to: Lead Project Officer

Principal Accountabilities:

Provide administrative and business support to the SENDIAS team. The Admin & Support Officer will maintain and undertake administrative duties, carry out data collection tasks, attend meetings to take minutes and follow-up actions. The Admin & Support Officer will monitor incoming referrals, input and monitor data and liaise with partner agencies. Monitor credit card returns and produce data reports from Inform, supporting management and the wider team. You will promote a positive image of Family Action, representing the organisation and the service to service users, families, volunteers and internal and external professionals.

Principle Responsibilities:

1. To set up, maintain and service the records of all aspects of SENDIAS work including the use of databases, completing statistical returns, monitoring, evaluating and the presentation of other information as required.
2. To maintain a record of staff attendance, absence and sickness, maintain diaries, monitoring or planning visits, including the monitoring of volunteer befrienders.
3. To use the internet to find, retrieve and store information, to send and check email messages as well as all hard copy documentation on behalf of the service.
4. To maintain a record of all income and expenditure, including managing petty cash returns/credit card receipts, processing all incoming invoices on a monthly basis (and follow these up when necessary), ensuring invoices are sent out and paid, in line with Family Actions financial systems and procedures.
5. To be responsible for managing the maintenance of the project's equipment, appliances etc, and to keep a record of such work. To set up new systems and refine existing ones as

required, use initiation to undertake periodic tasks and to bring outstanding items to the attention of the Senior Coordination.

6. To organise the purchase of regular supplies (i.e. stationery, stamps, equipment and books) within a set budget. This includes researching and organising the most effective supplier of other items as required.

7. To provide word processing of reports and correspondence, minute taking and any other required secretarial duties with a clear understanding of the importance of maintaining the confidentiality of the project and particularly of the affairs of the service users. To maintain and update computer systems as necessary.

8. To update, maintain and develop filing systems and information systems/data bases both paper and electronic. To assist the Lead Project Officer with organisational aspects of management tasks (e.g. set up and implement reminder or prompt systems, keeping a record of important events etc, working closely with the Lead Project Officer to assist with organisational efficiency.

9. To provide a warm and friendly telephone and reception service, responding to calls and visitors in a sensitive and helpful manner.

10. To check and record telephone messages when necessary, passing on messages and information as required for the team members.

11. To hold responsibility for SENDIAS mail/post in opening, stamping and dispatching mail when required.

12. To be proactive in own ongoing development as Administrator, taking an active interest in the work of the project and participate in any training required to carry out the role and responsibilities. To contribute to the development of SENDIAS and participate in team (or other meetings when required).

13. To liaise effectively with other agencies connected to the project.

14. To undertake required initial training including IASS Legal Training and to undertake further training as required for professional development.

15. To assist in the development and running of a Steering Group and Advisory Group.

16. To promote a positive image of Family Action, representing the organisational and SENDIAS work, increasing professional and public awareness of the entire organisation's work and of the views and needs of the service users.

17. Ability to work flexible hours over five days as required by the needs of the service and to undertake any other reasonable duties.

18. To comply with Family Action's Safeguarding Policy, 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.

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

20. To carry out on behalf of the Lead Project Officer any other duties and responsibilities commensurate with the post, grade and knowledge and experience as may be required.

Person Specification

Administration and Support Officer

Education, Qualifications and Experience:

1. Proven Word processing and computer skills. Substantial experience of using Microsoft Office – Excel, Access databases, internet, power point, publisher and Email.
2. Good command of English grammar and spelling and the ability to take and write up minutes of meetings.
3. Proven experience of working within an office setting, including the ability to organise and prioritise work and carry out routine tasks accurately and in a timely manner.
4. Proven experience of inputting and analysing data as part of a data base system.
5. Proven experience of working independently, using own initiative and as part of a complex and diverse team. Evidence of organisational and time management skills.
6. Proven experience of keeping accurate records of invoices, budget expenditure and accurate accounts of petty cash transactions.

Knowledge:

7. Knowledge of word – processing and software (Word) + associated software packages & e-mailing/internet/intranet.
8. Ability to work with service users and referrals with appropriate courtesy while maintaining confidentiality.
9. Knowledge and commitment to equality of opportunity and commitment to anti-discriminatory practice in all aspects of the Service's work.
10. Understanding of the need for confidentiality of information regarding all aspects of the role.

Skills and Abilities:

11. Ability to input information from referrals accurately into the database and identify any omissions in line with GDPR.
12. Ability to organise and prioritise work and to carry out routine tasks accurately.
13. Self-motivation, enthusiasm, able to work independently as well as be part of a team.
14. Ability to work flexibly and in other locations within the area when necessary.
15. Ability to liaise with other organisations on behalf of the service.

16. 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 service

17. 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.

18. 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.