



## **JOB DESCRIPTION**

**Job title:** Service Administrator

**Service:** Family Action's Wiltshire Community Support and Outreach Services (Mill Race)

**Salary:** Grade 2 Point 13

**Hours:** 10 hours a week, Monday and Tuesday, 09:30 – 14:30 (Open to negotiation)

**Primary Location :** Family Action's Wiltshire Community Support and Outreach Services (Mill Race), The Marden House Centre, Calne, Wiltshire, SN11 0JJ

**Responsible to:** Service Manager/Senior Support Officer

### **Summary of job:**

To provide administrative support to the Family Action Wiltshire Community Support and Outreach Service.

### **Key tasks and responsibilities of the Administrator**

1. Maintain computerised and manual systems and produce reports as required.
2. Support the Service Manager with information gathering to support a customer's initial referral/assessment in order to inform decisions regarding access to the service.
3. Support the Service Manager and Senior Support Officer with administrative tasks, such as telephone calls, email communications, photocopying, processing outgoing and incoming mail.
4. Update and record on Inform information as required.
5. Responsible for requesting and collating supporting information from a range of external agencies, such as Education settings, Health, Local Authority.
6. Liaise with customers, families and their support staff as and when required.
7. Word process reports, correspondence and other information and complete filing as required, for example Newsletters etc.
8. To process customer individual invoices, send out and chase invoices relating to individual customers, as and when required, and liaise with the finance department, keeping the Service Manager informed at all times.

**Family Action Head Office** 34 Wharf Road, London, N1 7GR

T: 020 7254 6251 [info@family-action.org.uk](mailto:info@family-action.org.uk) [www.family-action.org.uk](http://www.family-action.org.uk)

Registered as a Charity in England and Wales no: 264713. Registered as a Charity in the Isle of Man no: 1206.

Registered Company Limited by Guarantee in England and Wales no: 01068186.

Patron: HRH The Princess of Wales. Chair: Ian Hargrave. Chief Executive: David Holmes CBE.

Vice Patrons: Christine Davies CBE. Dr Andrew McCulloch. Dame Denise Platt DBE. Katie Vanneck-Smith. Professor Harriet Ward CBE.



9. Promote a positive image of Family Action, supporting awareness of the organisation and its services through publicity events as required.
10. Liaise with trades people and person's responsible for the maintenance of resources, equipment and safety of the building in consultation with the Service Manager
11. To ensure you have an understanding, appropriate to your role, and comply with Family Action's procedures for promoting and safeguarding the welfare of vulnerable adults, including confidentiality.
12. To comply with Family Action's EDI policy and procedures in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
13. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
14. 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

### Person Specification

Requirements		Essential	Desirable
<b>Education, Qualifications &amp; Background</b>			
1.	Educated to level three or above, as well as GCSE or equivalents in English Language and Mathematics.	✓	
2.	A recognised professional qualification, or relevant background experience in social work, health, education or an equivalent field, and evidence of a commitment to continuous learning and professional development.		✓
<b>Experience, Knowledge &amp; Skills</b>			
3.	Proven experience of using Word for Windows, Excel, MIR and databases, internet, Power Point, Publisher, Photo shop and Outlook email.	✓	

**Family Action Head Office** 34 Wharf Road, London, N1 7GR

T: 020 7254 6251 [info@family-action.org.uk](mailto:info@family-action.org.uk) [www.family-action.org.uk](http://www.family-action.org.uk)

Registered as a Charity in England and Wales no: 264713. Registered as a Charity in the Isle of Man no: 1206.

Registered Company Limited by Guarantee in England and Wales no: 01068186.

Patron: HRH The Princess of Wales. Chair: Ian Hargrave. Chief Executive: David Holmes CBE.

Vice Patrons: Christine Davies CBE. Dr Andrew McCulloch. Dame Denise Platt DBE. Katie Vanneck-Smith. Professor Harriet Ward CBE.



4.	Good command of English grammar and spelling (as above, no. 2) and the ability to take and write up minutes of meetings accurately.	✓	
5.	Experience of setting and running administrative systems.	✓	
6.	Ability to maintain records in an accurate and timely fashion and collate statistical information.	✓	
7.	Ability to input, analyse and report data as part of the data base system.	✓	
8.	Ability to work independently, using own initiative as part of a diverse team.	✓	
9.	Evidence of excellent organisational and time management skills.	✓	
10.	Ability to work as part of a small team in a people focused service in a busy and sometimes noisy environment. Ability to be self motivated and able to work unsupervised.	✓	
11.	Ensure that Health and Safety Policies and policies are adhered to at all times.	✓	
12.	Have a robust knowledge of safeguarding policies and procedures.	✓	
13.	Ability to work with customers, parents/carers, volunteers and professionals with appropriate courtesy, whilst maintaining confidentiality in line with GDPR data regulations.	✓	
14.	Experience of working with children or adults with autism and learning disabilities.		✓
<b>Values</b>			
15.	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none"> <li>• Being <b>people</b> focused</li> <li>• Reflecting a '<b>can do</b>' approach</li> <li>• Striving for <b>excellence</b> in everything we do</li> <li>• Having <b>mutual respect</b> for everyone we work with, work for and support through our services</li> </ul>	✓	
16.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	

**Family Action Head Office** 34 Wharf Road, London, N1 7GR

T: 020 7254 6251 [info@family-action.org.uk](mailto:info@family-action.org.uk) [www.family-action.org.uk](http://www.family-action.org.uk)

Registered as a Charity in England and Wales no: 264713. Registered as a Charity in the Isle of Man no: 1206.

Registered Company Limited by Guarantee in England and Wales no: 01068186.

Patron: HRH The Princess of Wales. Chair: Ian Hargrave. Chief Executive: David Holmes CBE.

Vice Patrons: Christine Davies CBE. Dr Andrew McCulloch. Dame Denise Platt DBE. Katie Vanneck-Smith. Professor Harriet Ward CBE.