



- ID: 1118** **Service Administrator**
Wiltshire Community Support and Outreach Service – Calne Wiltshire
- Salary:** £22,546 FTE per annum (pro rata) raising to £23,966 FTE per annum (pro rata)
- Location:** Family Action’s Wiltshire Community Support and Outreach Services, Calne, SN11
- Hours:** 10 hours per week, Monday & Tuesday 09:30 -14:30 - open to negotiations
- Contract:** Fixed Term Contract until May 2025 with a possible extension subject to funding.

Family Action & the Role’s Impact:

Family Action is a registered charity, building stronger families since 1869. Today we work with more than 60,000 families in over 150 community based services, as well as supporting thousands more through national programmes and grants. We transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation.

Wiltshire Community Support and Outreach Service is a day service for Adults with learning disabilities, and other needs such as Autism and mental health issues. We are based in Calne and currently operate 4 days a week: Monday, Tuesday, Thursday and Friday. We provide a wide range of activities for individuals to enable them to meet their outcomes, have fun and enhance their life skills.

We require a highly motivated, enthusiastic and innovative administrator to support with the ongoing demands of the service and to support the manager to develop the service further.

Main Responsibilities:

- Maintain computerised and manual systems and produce reports as required.
- 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.
- Support the Service Manager and Senior Support Officer with administrative tasks, such as telephone calls, email communications, photocopying, processing outgoing and incoming mail.
- Update and record on Inform information as required.
- Responsible for requesting and collating supporting information from a range of external agencies, such as Education settings, Health, Local Authority.
- Liaise with customers, families and their support staff as and when required.
- Word process reports, correspondence and other information and complete filing as required, for example Newsletters etc.
- 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.
- Promote a positive image of Family Action, supporting awareness of the organisation and its services through publicity events as required.
- 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.



Main Requirements (for further details, see the job description & person specification):

- Educated to level three or above, as well as GCSE or equivalents in English Language and Mathematics.
- Proven experience of using Word for Windows, Excel, MIR and databases, internet, Power Point, Publisher, Photo shop and Outlook email.
- Good command of English grammar and spelling (as above, no. 2) and the ability to take and write up minutes of meetings accurately.
- Experience of setting and running administrative systems.
- Ability to maintain records in an accurate and timely fashion and collate statistical information.
- Ability to input, analyse and report data as part of the data base system.
- Ability to work independently, with excellent organisation and time management.
- Ensure that Health and Safety Policies and policies are adhered to at all times.
- A robust knowledge of safeguarding policies and procedures.
- Ability to build positive relationships, communicate effectively, and work collaboratively with diverse stakeholders and teams.
- Commitment to equal opportunities, diversity and equality.
- Ability to align with and support Family Action's mission and values.
- Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service.

Benefits:

- an annual paid leave entitlement that commences at 25 working days, rising each April by one day, subject to a maximum of 30 working days plus bank holidays.
- up to 6% matched-pension contributions.
- flexible working arrangements and new starters have the right to make flexible working requests from day one of employment.
- enhanced paid sick leave and paid family leave provisions;
- eye care & winter flu jabs vouchers and cycle to work scheme,
- investing in your professional development with ongoing quality training and career development opportunities.

We are forward looking, ambitious and committed to continuous improvement. We are a **people focused, can-do** organisation, which strives for **excellence** in all we do and operates with **mutual respect**.

To Apply:

- **Complete:** the [Application Form](#) & send to: completed.application12@family-action.org.uk
- **Closing Date :** Monday 15th of April at 09:00
- **Interview Date:** Monday 22nd of April
- **To learn more about Family Action:** [Recruitment Pack](#)
- **To learn more about our terms & conditions:** [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to diversity and promoting equal opportunities:** complete our anonymous [Equality & Diversity Monitoring Information survey](#)



For direct queries or if you would like to discuss any aspect of the selection process or flexible working requests, please email **Mandy Warren, Service Manager**: mandy.warren@family-action.org.uk or call 01249 811575

Our commitment to Equality, Diversity & Inclusion:

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process and you will be asked whether you require any adjustments if shortlisted for interview. We also make reasonable adjustments on the job, where required.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants and will reimburse your travel cost if you attend an interview.