

JOB DESCRIPTION

Job title:	Business Administrator Support and Office Co-ordinator
Service:	PARCS
Salary:	Grade 2 Point 11-15
Hours:	22.2hrs
Location:	Diana House, Portsmouth (with some flexibility for hybrid working)
Responsible to:	Service Manager

Summary of job:

At Family Action we transform lives by providing practical, emotional, and financial support to those who are experiencing poverty, disadvantage and social isolation. We have been building stronger families since 1869 and 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.

Our Portsmouth Rape and Abuse Counselling Service (PARCS) provides individual and group time limited and outcome focused counselling to children, young people and adults who have experienced sexual violence, rape and domestic abuse. It currently provides a range of specialist, trauma-informed support services to young people and adults of all genders who have been subjected to sexual and domestic abuse including a telephone helpline, advocacy, outreach and co-production projects.

This is an exciting opportunity to play a key role in the specialist team overseeing our business support and volunteer function. We are looking for an experienced manager who can work with autonomy and lead these key elements in conjunction with the Service Manager and as part of the senior team in PARCS. We require someone who is motivated, passionate, and wanting to make a difference to the lives of those PARCS works with, while ensuring the highest standards of quality and client experience are upheld.

The role will:

- Provide comprehensive business support and office management to ensure the smooth functioning of the services including office cover rota, health and safety checks and premises arrangements
- Support (if budget allows) an administrator or apprentice to maintain administrative and data collection systems including referral processes
- Be accountable for data recording, and reporting requirements including oversight of financial processes as well as being responsible for the smooth running of the administration linked to premises and building management.
- Support the development of activities that support PARCS finances such as developing our training offer, income through room letting

Key tasks and responsibilities in addition to the above:

Business Support

1. Gain excellent understanding of the work of Family Action and PARCS, the models, funding streams and practice of each PARCS service being delivered and how to best support each contract.
2. Provide a friendly, efficient, reliable and professional response to all service users and other stakeholders contacting the service and to all communications received whether by telephone, email or face to face; including managing reception. Respond sensitively to enquiries, oversee project email inboxes and alert project staff and / or managers as appropriate to any issues requiring immediate attention.
3. Process referrals including the administration of the triage process. Oversee, and at times take telephone referrals, including self-referrals and where necessary at initial contact and with management input, support and signpost service users to relevant external support.
4. Using the Salesforce data base, INFORM, ensure the collection, collation and manipulation of information and statistical data, including service user feedback, to generate reports for both internal and external reporting e.g., Scorecards, Highlight reports and KPI reporting.
5. Prepare team meeting agendas and undertake associated project administration including managing room booking and desk allocation procedures and be the point of contact for those wishing to book space in the PARCS building including developing rental / hire agreements for external partners
6. Collect and record data such as sickness and annual leave, training and DBS in accordance with Family Action policies and procedures and provide administrative support to managers with recruitment of new staff and volunteers.
7. Liaise with Service Leads and Facilities as relevant regarding premises issues, including business rates, suppliers, cleaning and maintenance. Lead on Health and Safety requirements and maintaining general order and presentation of the premises.
8. Having undertaken Family Action's finance training; process invoices, manager's credit card returns and support the budget setting process and consequent review of monthly management accounts ensuring that there is adherence to Family Action's financial policies and procedures.
9. Provide the team with support and training linked to their induction to the building and your role. Be the main point of contact for training and development of the Salesforce INFORM database
10. Take responsibility for personal development and actively participate in team and working group meetings, and Family Action's supervision and appraisal processes. Be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement and supervision.

Other:

1. To be an advocate for co-production with service users to increase the opportunities for service users to influence and shape the way services are designed, developed, and delivered.
2. Implement Family Action's Equality & Diversity Policy and 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.

3. Comply with Family Action's Health and Safety Policy, Data Protection Policy and protect your own and others' health, safety and welfare.
4. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
5. To ensure you have an understanding of (appropriate to your role), and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
6. Take responsibility for accessing supervision and responding to any case or service decisions effectively, recording all decisions and ensuring that confidentiality and professional boundaries are maintained at all times.
7. Promote a positive image of Family Action, representing the organisation in order to increase professional and public awareness of the organisation's work and of the views and needs of service users.
8. Represent Family Action in relevant external and internal service-related forums, participating in task groups and service development groups.
9. Adhere to Family Action's values 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

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Person Specification: Business Administrator Support and Office Coordinator

Education, Qualifications and Background

1.	Educated to a minimum of NVQ4 or degree level in a discipline that is relevant to this role i.e Business Administration, Finance, Systems, Health and Social Care, Information and Advice and to evidence a genuine commitment to continuing professional development.
2.	Extensive experience in providing excellent administrative support including good IT, numeracy skills and familiarisation with use of systems, databases, collating data and providing high quality monitoring and evaluation reports
3.	Some experience of all aspects of line management including recruitment, supervision, induction is desirable
4.	Recent experience of working with a charity through volunteering or in a paid capacity

Abilities and Skills

5.	Experience of working with complex change and trauma in a support / administrative capacity being able to demonstrate empathy, tact, sensitivity and is trauma aware.
6.	Excellent organisational skills and time keeping with a strong attention to detail. Ability to prioritise, plan, organise and manage a varied workload in order to meet challenging and sometimes conflicting deadlines.
7.	Ability to problem solve, applying creativity and innovation working under pressure to meet deadlines
8.	Ability to play an active part in meetings with key stakeholders taking a lead role on aspects relating to Business Support
9.	Ability to maintain financial procedures, i.e. budget monitoring and processing invoices.

	Willingness to engage in Family Action’s finance training, adhere to finance guidelines and to regularly liaise with central finance team.
10.	Experience of detailed planning, monitoring and evaluating complex projects, identifying risks and opportunities therein to maximum reach and deliver best quality and value for money
11.	Skills, knowledge and aptitude for building and maintaining professional relationships with community groups and other agencies, working with communities in an empowering and supportive way.
12.	Proven experience of empowering individuals to build on their existing strengths, promote their needs, views etc. and develop service users’ confidence and skills to do this independently whenever possible
13.	An excellent understanding and awareness of the impact of disadvantage and social exclusion and a commitment to promoting inclusion and equality of opportunity for all.
14.	Up to date knowledge and understanding of Working Together to Safeguard Children and The Care Act as well as demonstrable ability to work in accordance with local and organisational Safeguarding policies and procedures.
15.	Proactive and positive attitude and a willingness to work flexibly to cover unforeseen demands, and deadlines, to meet the needs of the services.
16.	To be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by: <ul style="list-style-type: none"> 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