



Job title: Business Administrator Support and Office Coordinator

Service: Portsmouth Abuse and Rape Counselling Service PARCS Family Action, Southsea, Portsmouth, Hampshire

Salary: Grade 2 (lower) Point 11-15: £24,724 - £27,232 FTE (£14,834.40 - £16,339.20 per annum, pro rata)

Location: PARCS Family Action, Diana House, Portsmouth - We typically work 4 days a week in the office but offer the flexibility to work some hours remotely depending upon service need. Our office space is wheelchair accessible.

Hours: 22.2 hours per week (part time) - We offer flexible working arrangements - please see below for more details.

Contract type: Temporary contract until April 2025

Are you a driven, innovative team player, who is solution focused and passionate about making a difference? Do you have an excellent track record of supporting and developing excellent operational services? If so, we want to hear from you.

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.

This is an exciting opportunity to play a key role in this specialist team. We are looking for an experienced Business Support Administrator and Office Coordinator; 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.

Main Responsibilities:

- 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

Main Requirements (for details check the job description and person specification):

You will have 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. You will be 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. Some experience of line management is



desirable. You will have experience of working with a charity either as a volunteer or within a paid capacity. You will be trauma aware and have had experience of working with complex change and trauma in a supportive/administrative capacity. You will be able to demonstrate empathy, tact and sensitivity. You will have excellent organisational, planning, time keeping, problem solving skills. You will have an ability to maintain financial procedures. You will have the skills and aptitude for building relationships and maintain relationships with professionals, community groups and other agencies. You will have understanding and awareness of the impact of disadvantage and social exclusion and a commitment to promoting inclusion and equality of opportunity for all. You will be proactive and have a positive attitude.

Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service.

Benefits:

- A pro-rata 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 / 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 and winter flu jabs vouchers
- 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**.

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.

To Apply:

- **Complete:** the [Application Form](#) and send to: completed.application11@family-action.org.uk



- **Closing Date** : Wednesday 24th April 2024 5pm.
- **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](#)

Interviews are scheduled to take place from May 2024 virtually/in person, with slots throughout the working day and early/late slots available.

For direct queries or if you would like to discuss any aspect of the selection process or flexible working requests, please email: lisa.platts@family-action.org.uk

ID: 1148