

JOB DESCRIPTION

Job title:	Business Support Administrator
Service:	Norfolk and Suffolk Family Action Team
Salary:	Grade 2 (Lower) Point 13-15 - £22,546 - £23,966. Pro rata - (£12,187 - £12,954)
Hours:	Part-time: 20 hours per week between Monday – Friday
Contract:	Permanent
Location:	Swaffham Community Centre office
Responsible to:	Operations Manager

Summary of job:

The postholder will support and assist the Operations Manager, Service Managers and wider management team by providing excellent administrative and business support. Their main responsibility will be to support the projects that do not have dedicated administrative support but will need to be available to cover other administrative services of other services when needed. They will undertake a range of administrative functions including assisting with staff and volunteer recruitment, gathering and collating outcomes and service user feedback and support with producing newsletters and media material. The postholder will be highly organised, adaptable and be able to flexibly and confidentially across services.

Principal Accountabilities:

1. To collect and collate referrals and relevant risk assessments and input onto INFORM. To communicate with teams to update and acknowledge receipt.
2. To support teams with design of promotional and information leaflets, and profile on social media.
3. Create and keep updated, a database of professional services for use for all services.
4. To oversee the central Facebook page reacting to comments, posting relevant news and highlighting comments to relevant teams
5. To review and update current electronic filing system with wider management team and ensure system is kept updated and within GDPR guidelines. To ensure all files are filed according to data retention legislations.
6. To book rooms and maintain spreadsheets for bookings for courses and groups.
7. To support the Wellbeing Club facilitator with the development of a programme for the weekly Wellbeing Club and support with attendee registrations.

8. To prepare and distribute marketing materials maintain supply of general office stationery, stamps, ink cartridges etc and to take responsibility for general organisation and storage of equipment and documents in the office.
9. To provide administrative support for staff and volunteer recruitment.
10. Take accurate minutes of meetings, type up and distribute.
11. To collect, open and distribute post.
12. To answer the telephone, provide information and signposting and take messages for the team.
13. To have an awareness of budgets and budgets changes, supporting the finance administrator.
14. Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training, which will support growth in the role.
15. To undertake other general administrative tasks as required by the management team.
16. Attend and actively participate in team meetings and other meetings as required.
17. 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
18. To ensure you have an understanding (appropriate to your role) of, and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
19. 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.
20. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
21. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

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Person Specification

1. Experience of providing business administration support
2. Good IT and numeracy skills and demonstrable experience of Microsoft systems and data bases
3. Ability to compile accurate clear minutes of meetings and present in a professional format.
4. Experience of setting and running office systems, keeping detailed records, statistical data and monitoring requirements
5. Excellent organisational skills and time keeping with a strong attention to detail. Ability to prioritise, plan, organise and manage a varied workload, to work autonomously, and flexibly in order to meet challenging and conflicting deadlines.
6. Ability to problem solve, applying creativity and innovation.
7. A commitment to excellent service delivery and service development within the team. A confident and professional approach and strong interpersonal skills, with the ability to communicate information effectively both verbally and in writing to a range of stakeholders.
8. Ability and enthusiasm to work effectively and independently with an appropriate amount of supervision and as part of wider Family Action teams.
9. A commitment to ongoing personal professional development and to engage in regular supervision and Family Action's appraisal process.
10. An understanding of safeguarding vulnerable adults and children and of the need for confidentiality and data protection
11. A commitment to apply Family Action's policies and procedures in every aspect of daily work including Health and Safety, Data Protection, Safeguarding of children and vulnerable adults.
12. A commitment to equality of opportunity, and the ability to creatively apply equal opportunity principles to service provision and employment.
13. Ability 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

Willingness to work flexibly to support the success of the programme, with occasional travel for meetings and training and to support colleagues across the programme.