

Job Description

Job Title:	Senior Administrator
Responsible To:	Chief Officer
Annual Salary:	£20,386
Hours:	30 hours per week
Holidays:	25 days per year + statutory days (pro rata for part time)
Pension:	4% employee + 4% employer contributions (8%)

Purpose

The Senior Administrator will provide support to the Chief Officer and Management Team and be responsible for managing the coordination of administration, digital, and professional communications across the organisation to support the delivery and development of the service.

Key Activities

- To provide diary management and administrative and secretarial support to the Chief Officer and Management Team, ensuring arrangements run smoothly.
- To accompany the Chief Officer and Management team to meetings, take formal minutes and ensure any paperwork is well-presented, circulated and actions are followed up.
- To manage quality assurance such as carry out monthly audits and quarterly service reports, ensuring actions are followed up
- To manage daily administrative functions such as filing, mail communications, progress reports, servicing scheduling, data entry, stationary ordering, petty cash and contributing to operating phone lines.
- To manage data entry on CRM platforms within designated remit.
- Manage and coordinate staff and external training, maintaining up to date records.
- To provide professional correspondence to internal and external parties on behalf of the organisation.
- To coordinate the recruitment process, including arranging interviews, communicating with applicants, collating information and organising paperwork, pre-employment checks and designated area of responsibility within new employee on boarding and leavers processes such as IT access credentials, IT equipment and building access.
- To perform basic research on relevant information to support funding applications and the development of the service and working practices.
- To manage, coordinate and maintain records for
- To line manage allocated administrative staff.
- Identify areas of poor administration performance and implement action.

Job Description

Person Specification

- 2 years' (minimum) experience providing administrative and secretarial support to senior management.
- Experience in using Microsoft Office (Word, Excel, PowerPoint, Access and Outlook) in the workplace (Word to intermediate level, e.g. formatting documents and working with tables).
- Strong written and verbal communication skills and experience in creating, formatting and proofreading written work and sending professional communications on behalf of the organisation.
- Excellent customer service skills.
- Experience in coordinating activities, projects and/or events, such as arranging meetings, communicating with multiple parties and producing, collating and issuing paperwork.
- Knowledge and interest in online services and technology (e.g. using mobile devices, navigating the Internet and working with apps and settings).
- Ability to demonstrate discretion across internal and external communications with commitment to confidentiality and General Data Protection Regulation (GDPR), Caldecott and with consideration to the implications for the organisation.
- Ability to implement policies and protocols.
- Experience supporting financial transactional functions and record keeping.
- Willingness to get involved in all areas of the organisation to support the development of the service, including providing cover where required.

General Terms of Reference

- You will seek to improve personal performance, contribution, knowledge and skills.
- You will participate in appraisal, training and supervision processes.
- You will keep abreast of developments in services and practice relevant to the client group.
- You will keep your line manager fully apprised of all progress and concerns.
- You will contribute to maintaining safe systems of work and a safe environment.
- You will, as part of the generic team approach, be prepared to work in other areas of Seaview Project services as required.

This is not a contract of employment, and is not intended to be a comprehensive list of key responsibilities. It is a guide to the role, and will be subject to periodic review.

This position is subject to an Enhanced Disclosure check through the Disclosure and Barring Service.