

Job Description	
<b>Title</b>	Administrator
<b>Responsible to</b>	Office Manager
<b>Responsible for</b>	This post holds no line management responsibilities
<b>Place of work</b>	InterAct Office, Chelmsford
<b>Hours</b>	21 hours Usually during standard office hours Monday – Friday 0900 –1700hrs Hours based around the requirements and functions of the post and may be reasonably required to vary on occasion
<b>Salary</b>	Salary: £12,799 pa
<b>Annual Leave</b>	From 25 days pro rata plus bank holidays
<b>Job Purpose</b>	To provide administrative support across the organisation whilst also working closely with the Young People Services (YPS) team, ensuring all enquiries and requests are processed promptly, whilst information and records are kept updated and accurate.

## Key Tasks and Responsibilities:

### Administration

- General office and administrative duties to ensure effective service delivery
- Providing phone and email cover for the office
- Work with the various delivery teams to ensure effective inputting and collation of information and data with regular use of Excel, Word, bespoke databases and booking systems
- Regularly contact service users by telephone and email to help identify needs and signpost appropriately
- Prepare and dispatch information packs/activity programmes
- Monitor/order office stationery and equipment
- Maintain any paper records, cloud/server-based documents, filing and archiving etc

### Programme Development & Delivery

- Working with the various teams to support the planning and coordination of events and fundraising

### Health & Safety

- Promote safeguarding and the welfare of young people and vulnerable adults, contributing to InterAct's safeguarding processes and staff responsibilities
- Adhere to organisational and service-specific policies, procedures and guidelines

### General

- Operate in accordance with InterAct's core values and to the highest professional standards
- To adopt a positive and flexible attitude to all our clients, volunteers and staff - and to relate to them in ways that affirm and increase their dignity and self-respect
- Maintain organisational, client and colleague confidentiality
- Working closely with other members of staff to share best practice
- Attend regular supervisions, staff meetings and any agreed training opportunities
- Liaising with external contractors and consultants
- Undertake occasional travel as required by the duties of the post
- To promote and foster the Charity's reputation and standing within the community
- To work collaboratively, in an open, supportive and co-operative manner
- To promote equal opportunities in all areas of work
- To undertake any other duties commensurate with the post which may reasonably be required

## **Person Specification:**

### **Qualifications & Experience**

#### **Essential**

- Educated to GCSE level or equivalent
- Experience of reception duties or working face to face with the public
- Experience in working with databases, processing data accurately
- Administrative experience, with working knowledge and of Microsoft Office packages such as Excel, Word and Outlook

#### **Desirable**

- Safeguarding Adults (Level 1) and Children (Level 2)
- Hold relevant full UK driving licence
- Experience of working in the charity sector
- Experience in youth work/special educational needs & disabilities or demonstrable experience of the same

### **Skills & Knowledge**

#### **Essential**

- Ability to process data accurately within tight timescales
- Ability to process documents accurately and with attention to detail
- Proficient literacy, numeracy and communication skills
- Excellent written and verbal communication skills with a good telephone manner
- Ability to deliver great customer service
- Excellent organisation skills, ability to multi-task and manage time efficiently
- Ability to work on own initiative whilst following proper processes and procedure

#### **Desirable**

- Understanding of websites and social media platforms and have an ability to update information
- Strong interpersonal and listening skills, with an ability to interact effectively with a diverse range of people
- A broad knowledge of equal opportunity and diversity

### **Personal attributes & other requirements**

- Effective team worker: friendly, enthusiastic, positive attitude, responsive
- Excellent interpersonal skills and good telephone manner
- Pragmatic, able to cope under pressure and meet deadlines
- Flexibility: Able to adapt quickly and work on several levels, with team members, volunteers, partners and participants
- Willingness to learn and open to feedback
- Ability to maintain confidentiality as appropriate
- Approachable, ability to create and maintain effective working relationships
- Flexible and positive approach to working
- Able to deal with change, adaptable, resilient and open-minded
- To understand and actively promote InterAct's values
- To promote a climate of equality for all
- Willingness to work flexible hours, including occasional evenings
- Enhanced check with Disclosure & Barring Service (DBS), & reference checks

## Summary of Main Terms and Conditions

### Contract Term:

This is a permanent position

### Remuneration:

Salary: £12,799

This equates to an hourly rate of £11.72

The salary is paid monthly in arrears by BACS transfer. Salaries are reviewed annually.

### Hours of work:

The post is based on a notional average of 21 hours per week. This means that you may be required to work additional hours per week during busy periods and less in other weeks to compensate. Very occasional evening working may be required.

There is an expectation that you may occasionally have to travel to other locations or meeting venues within the UK. Where this is required, this would be agreed in advance and appropriate notice would be given.

### Annual & Bank Holidays:

The holiday year runs from 1 April to 31 March each year. You will accrue an entitlement to paid annual holidays equating to 25 days pro rata (excluding Bank Holidays) during a complete holiday year. Part time workers, or anyone who joins part way through the year, will receive a pro-rata of the entitlement.

In addition to the above, we recognise and reward staff loyalty by awarding additional paid leave days, based on length of service, up to a maximum cumulative total of 8 additional days paid leave (pro rata for part time workers).

### Pension:

You will be eligible to join the InterAct Pension Scheme.

### Sickness:

During periods of certified sickness, you will be eligible to receive sick pay in accordance with InterAct's sickness absence procedures. The payment of sick pay is subject to compliance with InterAct's rules for the notification and verification of sickness absence.

### Additional Employee Benefits:

Current employee benefits are to be outlined in the Employee Handbook and can be subject to change.

### Probationary Period

This post has a three-month probationary period, during which your suitability for the post will be assessed.

### InterAct Safeguarding Statement:

InterAct is committed to safeguarding and promoting the welfare of Children, Young People and Vulnerable Adults. InterAct expects all staff and volunteers to share this commitment. You will therefore be required to disclose any convictions, cautions, reprimands, or final warnings which are NOT protected as defined under the Act, and to undertake an **Enhanced check** with the Disclosure & Barring Service (DBS).