

Administration Lead

LOCATION:	Derby
RESPONSIBLE TO:	Head of Delivery
HOURS:	30 - 37.5 hours per week (can be worked flexibly)
SALARY:	£26,686 - £32,468 dependent on experience (pro rata for part time)
CONTRACT:	Permanent



Empowering refugees to thrive as they rebuild their lives.

Upbeat Communities deliver services to welcome refugees and support them to settle and rebuild their lives in the UK. We are looking for an Administrator to support the team.

About You.

Are you an **excellent planner**, with a **high attention to detail**? Are you able to **work to tight deadlines**, whilst being comfortable with change and flexibility? Do you have good **teamwork, communication and interpersonal skills**, with the ability to interact with people from diverse backgrounds?

Purpose of the role:

- To support the front-line delivery of our projects.
- Provide executive support to the Head of Delivery.
- Lead on identifying and implementing improvements in across the Delivery Team.

About us.

Upbeat Communities exists to help refugees settle and rebuild their lives in the UK. One of the best resources a refugee can have to help them settle in their new home is a good social network. With this aim, we want to help connect refugees into community. Our name reflects our vision to see thriving communities where refugees can make a positive contribution.

Our organisational values, lived out by our staff and volunteers, are:

We work to **WELCOME**. We create **COMMUNITY**. We are inspired to act with **INTEGRITY**. We exist to **EMPOWER**. We are committed to **CREATIVITY**. We run on **RELATIONSHIPS**. We are proud to be **PROFESSIONAL**. We have **COMPASSION** at our core.

Upbeat Communities' Christian ethos was the driving force behind the charity's formation and is the basis for the values. Many of our team are Christians but we are eager to build a team that is representative of the diverse nationalities, faiths, and life experiences of the communities we work with.

Main duties and responsibilities:

- Provide executive support to the Head of Delivery.
- Support with improvement of systems and processes.
- Support with administration of projects (Resettlement, Hosting & Integration Hub).
- Ensure that invoices and payment records are up to date.
- Ensure that rotas are kept up to date and accurate.
- Conduct research, compile data, and generate reports to support decision-making processes.
- Lead on the review of delivery team handbooks.
- To support the front-line delivery of our projects.
- Support in communicating with participants and volunteers.

Continuous Improvement/Quality Assurance

- Lead on improvement of systems and processes across the Delivery Department.
- Assist with the implementation of an organisation wide strategic goals, providing tools and processes to ensure this is done efficiently.
- Collaborate and support staff in the development of systems and processes for the monitoring and evaluation of our work.
- Analyse data and identify trends, themes and unmet needs to contribute to the improvement of existing services and identification of service developments. This includes the planning, development, and analysis of surveys with stakeholders.

Other

- Make an active contribution to the overall work of Upbeat Communities through team meetings, staff training, awareness and fundraising events, and any other appropriate activities
- Be committed to, and work in accordance with Upbeat Communities' values and ethos, as well as adhering to all organisational policies and procedures
- Participate in relevant networks and forums to assist in the work of this role as part of individual and professional development.

Person Specification:

We are looking for exceptional candidates who can demonstrate the following experience and skills. Please make sure you evidence each of these areas when you apply.

Experience

- Working in an administrative or operational environment.
- Working with financial systems and completing financial administrative tasks
- Dealing with confidential information
- Producing high quality documentation for a range of audiences
- Making suggestions and improving systems and processes

Skills & Attributes

- Excellent spoken and written English, with the ability to communicate to participants and external agencies. Ability to communicate clearly and professionally to a range of stakeholders.
- Excellent problem-solving skills.
- Confidence and experience to develop existing systems and processes in preparation for further growth.
- Competent use of IT programs including Microsoft.
- Ability to plan and manage your own workload.
- A problem-solving approach to managing situations, with recourse to others where required.
- Ability to take initiative and prioritise workload, working to tight deadlines, and operating calmly and professionally under pressure.
- Details oriented.
- Excellent Project Management skills.
- Ability to analyse information and write reports.
- Excellent administrative ability, well organised and reliable.
- Understanding of cultural diversity and the ability to work with people from a range of cultures and backgrounds.
- A team player with excellent interpersonal skills and a positive, can-do approach.
- Diplomatic, articulate and the ability to forge good working relationships.
- An interest in the needs of refugees and asylum seekers and commitment to their support, wellbeing, and empowerment.
- Understanding of the need to always maintain confidentiality.
- Commitment to some evening and weekend work.

- Commitment to actively demonstrate and participate in Upbeat Communities' Christian ethos and values.

What we offer as an Employer

- 25 days holiday plus 8 Bank Holidays for full time staff (pro rata for part time staff).
- Flexible working to promote a good work / life balance.
- Opportunities for continued training and development.
- Competitive pension scheme.
- Annual team retreat to recharge, re-envision and build relationships across the team.
- Regular support and supervision.

Hours

This role could be 37.5 or 30 hours per week depending on the preference of the candidate. The workload of the role would be adjusted accordingly. Specific hours will be discussed and agreed upon during the hiring process to accommodate both the candidate's and the company's needs.

All applicants need to submit their CV and a cover letter outlining their suitability for the role.

As part of the recruitment and selection process Upbeat Communities will take up two references. The post holder will be required to undertake an enhanced DBS check.