

## **Job Description: Administrator**

**Employer:** Home-Start HOST, Ryecroft Hall, Manchester Road, Audenshaw, M34 5ZJ

**Hours of work:** 25 hours/week

**Place of work:** HOST office, Ryecroft Hall, Audenshaw M34 5ZJ. We offer a hybrid and flexible working model, there will be a requirement to work on-site at some times and particularly during induction.

**Salary:** NJC scale range 5-6 (currently £23,500 - £23,893, pro rata based on full time hours of 36/wk). Actual starting salary £16,320 pa.

**Contract:** Fixed for 12 months. Further continuation subject to funding.

**Reports to:** Operations Manager – Finance & Office

**Responsible for:** No staff

### **Purposes of the job**

The administrator supports the staff team and trustees with the effective and timely day-to-day running of the organisation to assist the delivery of high-quality responsive support to families, volunteers, staff and trustees.

You will be friendly and approachable and have a 'can do' attitude; working as part of a small supportive administration team, have experience, ideally in the voluntary sector, but full training will be given.

### **Main Responsibilities**

- Processing incoming referrals to ensure families receive a prompt, friendly response and support.
- Processing Volunteer application forms and entering Volunteer diaries into software system, Lamplight.
- To support our HR function to administer staff recruitment, from advertising, collation of applications and communication with candidates and processing staff expense claims.
- Support administrative processes involved in the recruitment and training of volunteers, supporting families and liaising with professionals in a welcoming and timely manner.
- Ensuring that monitoring and evaluation systems are deployed as per policy and accurately updated regularly.
- Support organisational review and planning by providing statistical analysis from family and volunteer data, and other sources as required.
- Supporting the wider team with general office duties.
- Provide support for marketing and fundraising activity as required to help raise the profile of the organization and increase financial support.
- Support the provision of office facilities and supplies and support with catering for meetings and events where required.
- Undertake any other duties that may be required to discharge the role and support the organisation.
- The postholder should apply good safeguarding practice in all aspects of their activities while operating in line with HOST's Strategic Plan and the organisation's Governing Document and Quality Assurance Standards.

This job description is current as at January 2024

## Person Specification: Administrator

Minimum requirements for this post	Method of assessment		
	A	I	E
Methods of assessment: A = Application; I = Interview; E = Exercise			
<b>Education and training</b>			
Qualified to NVQ 2 level/equivalent	X		
Evidence of relevant qualification an advantage e.g. Business Administration, Office Practice, Finance, IT, HR and/or related training	X		
<b>Experience</b>			
Experience of providing support in administrative operations	X	X	
Has applied equal opportunities and anti-discrimination in work or volunteering	X	X	
<b>Knowledge and understanding</b>			
Basic understanding of how the voluntary sector operates and the challenges it faces	X	X	
Knows how to apply good safeguarding practice in an administrative context	X	X	
Understanding of data protection regulations and confidentiality and can apply this in administrative operations and record keeping, working with confidential information	X	X	
<b>Skills and abilities</b>			
Confident in the use of Microsoft Office Suite	X	X	X
Able to learn to enter/extract data into/from specialist packages used by HOST	X	X	X
Able to respond positively to clients, volunteers and staff in person, in writing or by telephone	X	X	X
Able to support, or learn to support, banking and petty cash operations	X	X	
Able to support, or learn to support, staff and trustee meetings e.g. preparing and circulating papers and taking minutes	X	X	
Able to successfully complete delegated tasks with minimal supervision	X	X	
Knows HOST's work and understands its impact	X	X	
<b>Other requirements</b>			
Commitment to equal opportunities and anti-discrimination practice	X	X	
Eligible to work in the UK	X		
Commitment to flexible working, including occasional evenings, weekends if required	X	X	

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