

Alana House Administrator

Job Description

Line Manager: Administrative Lead and Volunteer Co-ordinator

Having regard to the nature and context of the work, there is a genuine occupational requirement permitted under the Equality Act 2010 that this post is only available to women.

Alana House

Alana House is an innovative women's community project that uses a trauma-informed approach to support women facing multiple disadvantages, including those who may have committed offences or are at risk of offending. It provides a safe, women only space with the aim to empower and enable women to access the support they need, and improve the outcomes for them, their families and the wider community. Alana House provides holistic support for the women, based around the 9 Pathways to Reducing Offending, set out in the Corston report:

- Housing and homelessness
- Substance misuse and alcohol abuse
- Parenting, relationships and families
- Attitudes, thinking and behaviour
- Education, training and employment
- Budgeting and debt management
- Health including mental and physical wellbeing, and learning difficulties
- Domestic violence
- Sex Working

The Alana House team consists of the Women's Centre Manager, Alana House Team Leader, Support Workers, the Administrative Lead and Volunteer Co-ordinator, the Database Officer, and the Alana House Administrator. Services to women are enhanced by a team of volunteers.

The Role

The Alana House Administrator provides administrative support for the Alana House team and service provided. The Administrator processes new referrals, inputs data on the database and sets up and maintains Excel spreadsheets. They also maintain the service delivery diary, liaising with the team and external partners as required.

The post holder arranges internal and external meetings, prepares meeting rooms for groups, and welcomes external facilitators and service users. The post holder will also complete general office duties including answering the phone and door buzzer, ensuring the office has resources and stock, and reporting any maintenance issues.

Key Tasks

O	To safeguard and protect vulnerable adults and children in accordance with PACT's policies and procedures at all times
O	Support the team with administrative requirements, working closely with the Administrative Lead and Volunteer Co-ordinator, Database Officer, Support Workers and volunteers to ensure a coordinated approach to the service delivery
O	Process referrals, on the phone and face to face, from potential service users and professionals, logging them onto the database and chasing outstanding information as required
O	Manage the Alana House email inbox, responding to enquiries and communicating with partners
O	As required, provide phone cover to take and log messages, deal with enquiries, and log calls from service users, including calls from service users who may be in a crisis or in distress. Forward information or connect a service user with a support worker when appropriate
O	Use Lamplight and other databases to ensure accurate data is maintained in a timely way, including: <ul style="list-style-type: none"> • inputting data related to service delivery e.g. volunteer work and service user group session attendance • collating and recording Rosenberg Self-Esteem Scales to identify trends and key points • supporting the team with inputting data effectively • creating, maintaining and closing client records
O	Contribute to monthly and quarterly reports, and produce reports when necessary
O	Update case management documents as required and archive service user paperwork and electronic files in line with current policy
O	Schedule appointments and meetings, book meeting rooms, prepare agendas and take minutes in meetings
O	Send text reminders to service users relating to groups, set up meeting rooms for groups, and welcome external facilitators and service users
O	Support the team with administrative tasks including the preparation of documents such as partnership agreements and external communication

<input type="radio"/>	Assist the Administrative Lead and Volunteer Co-ordinator with the office day to day to ensure that a safe and pleasant working environment is provided. This includes liaising with colleagues in facilities and IT to report any issues, monitoring the testing of panic alarms and ensuring all team members are familiar with their use, and being a point of contact for support workers on outreach
<input type="radio"/>	General office duties including ordering resources and stock for the office and service delivery, processing invoices, and covering the office answering the door buzzer
<input type="radio"/>	Implement protocols for visitors and professionals, including checking DBS's and records
<input type="radio"/>	Maintain customer confidentiality and protect operations by keeping information confidential, working within GDPR guidelines
<input type="radio"/>	To maintain detailed records as required and to operate within PACT's policies, procedures and guidelines; reporting any changes needed
<input type="radio"/>	To keep up to date with wider issues affecting vulnerable clients
<input type="radio"/>	Undertake any other duties deemed commensurate with this post as directed by the line manager
<input type="radio"/>	Take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work

Person Specification

Essential Attributes	
<input type="radio"/>	An interest in the issues facing women involved in the criminal justice system who have offended or are at risk of offending
<input type="radio"/>	Experience of providing administrative support, ideally in a social care team
<input type="radio"/>	Strong organisational skills with an ability to plan and prioritise and manage a varied workload to deadlines
<input type="radio"/>	Proficient in use of Microsoft Office: Outlook, Word, Excel and virtual tools: Microsoft Teams and Zoom
<input type="radio"/>	Previous database and/or data entry experience
<input type="radio"/>	The ability to type accurately and pay close attention to detail

<input type="radio"/>	Excellent interpersonal skills with ability to listen and communicate effectively. Fluent in written and spoken English
<input type="radio"/>	Delivers excellent customer service and works collaboratively and positively with other colleagues with a positive can-do attitude
<input type="radio"/>	To understand what personal resilience is, and why this is important when working in an environment where you will be exposed to people who have experienced trauma
<input type="radio"/>	Commitment to promoting equal opportunities and diversity in the workplace and provides an inclusive approach to working with service users
<input type="radio"/>	Commitment to and enthusiasm for the aims of the organisation and uses this to positively and proactively represent and advocate for PACT
Desirable Attributes	
<input type="radio"/>	Experience in creating and formatting Excel spreadsheets
<input type="radio"/>	Experience in minute taking
<input type="radio"/>	Proficiency in another language other than English

This is a permanent part time post based in our Reading office (23 hours per week).

PACT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Anyone joining our team is subject to PACT's Safer Recruitment pre-appointment enquiries. These include the provision of documentation of the right to work in the UK, Disclosure Barring Service (DBS) check, overseas police check where applicable and references covering a minimum 5 year period. All opportunities are based in the UK.