

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.

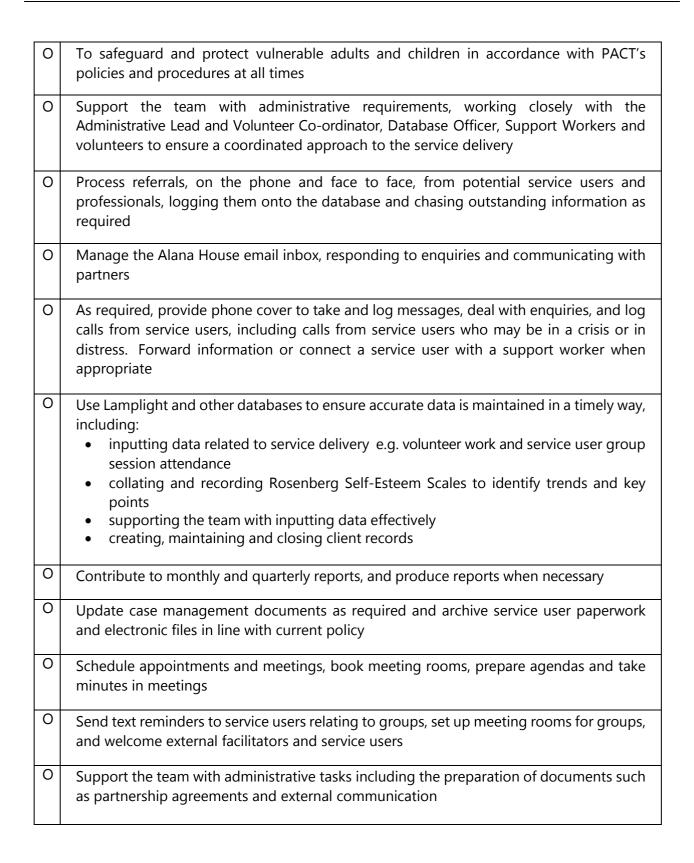
The Role

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





0	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
0	General office duties including ordering resources and stock for the office and service delivery, processing invoices, and covering the office answering the door buzzer
0	Implement protocols for visitors and professionals, including checking DBS's and records
0	Maintain customer confidentiality and protect operations by keeping information confidential, working within GDPR guidelines
0	To maintain detailed records as required and to operate within PACT's policies, procedures and guidelines; reporting any changes needed
0	To keep up to date with wider issues affecting vulnerable clients
0	Undertake any other duties deemed commensurate with this post as directed by the line manager
0	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		
0	An interest in the issues facing women involved in the criminal justice system who have offended or are at risk of offending	
0	Experience of providing administrative support, ideally in a social care team	
0	Strong organisational skills with an ability to plan and prioritise and manage a varied workload to deadlines	
0	Proficient in use of Microsoft Office: Outlook, Word, Excel and virtual tools: Microsoft Teams and Zoom	
0	Previous database and/or data entry experience	
0	The ability to type accurately and pay close attention to detail	



0	Excellent interpersonal skills with ability to listen and communicate effectively. Fluent in written and spoken English	
0	Delivers excellent customer service and works collaboratively and positively with other colleagues with a positive can-do attitude	
0	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	
0	Commitment to promoting equal opportunities and diversity in the workplace and provides an inclusive approach to working with service users	
0	Commitment to and enthusiasm for the aims of the organisation and uses this to positively and proactively represent and advocate for PACT	
Desirable Attributes		
0	Experience in creating and formatting Excel spreadsheets	
0	Experience in minute taking	
0	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.