

Job Description

Job Title:	Service Administrator
Service:	Coram Voice
Reporting to:	Administration Manager
Salary:	£23,933 per annum
Work Pattern:	9am-5pm, Monday – Friday (35 Hours per week)
Contract Type:	Permanent, Full time
Location:	London, WC1 (Hybrid Working)

Coram Voice is a leading children’s rights organisation. We champion the rights of children. We get young voices heard in decisions that matter to them and work to improve the lives of children in care, care leavers and others who depend upon the help of the state.

Purpose of the role:

To share in the work of the administration team, acting as a collaborative team member. This post holder will provide a responsive and effective cross-organisational administration service, working with the Administration Manager to ensure the smooth running of Coram Voice Head Office.

This post will have particular responsibility for providing administrative support to our Independent Services, A National Voice - our project for care experienced young people (ANV) and support to our operational managers outside London.

About the services:

Our Independent Services provide associates to work on our contracts with local authorities to investigate complaints about children’s services and to act as an independent person in secure accommodation reviews when children are detained in secure children’s homes on welfare grounds.

A National Voice (ANV) is a project run with care experienced young people age 16-25 to represent the views of children in care and care leavers, ensure their voices are heard and challenge negative stereotypes.

Our operational services outside London will include providing admin support for our advocacy services for children and also our independent visitor’s service. This will be as required.

Main duties & Responsibilities

- Act as a point of first contact for the services, responding to and redirecting queries as appropriate
- Establish and maintain effective administrative and monitoring systems and resources (contract and other data bases, referral templates, data on archiving and file retention, finance logs etc.), ensuring compliance with the General Data Protection Regulations
- Take and process referrals for secure accommodation reviews and complaints including allocation of associate staff to undertake work, coordinating meetings, maintaining a dairy system to track process, ensuring resources required are ready and distributed and monitoring information is collected and reported.
- Arranging professional and young people's meetings, seminars, training for staff and associates including organizing team electronic diaries, preparing agendas, minute taking, distributing marketing materials, managing bookings, managing venue hire and catering, booking travel and collating evaluation and feedback from events.
- Be confident in the use of case management system and able to support remote staff with basic IT and admin problems.
- Assist the service manager/s or Administration Manager in preparing and reviewing contracts with agencies, ensuring that these are consistent and that copies are held in the appropriate place.
- Support the service managers in processing / recording claims, invoices and/or course bookings are processed appropriately and that the required associated paperwork is available, liaising with the finance team when necessary.
- Distributing orders of Coram Voice publications, and publicity, monitoring stocks, maintaining the customer spreadsheet and logging expenditure of contracted agencies.
- Assist in the production of reports, statistics, project evaluations, fundraising applications and progress reports when necessary.
- Provide assistance with special projects as required, including organising events, assisting with income generation, and collating information for other departments in Coram and Coram Voice.

- Share in the smooth running of the London office, including:
 - Dealing with incoming and outgoing mail
 - Answering the telephone and forwarding messages as appropriate
 - Answering the door, greeting visitors to the office and providing refreshments
 - Providing support to internal and external meetings as required
 - Assisting with mail outs as required
 - Arranging couriers to transport and collect office equipment
 - Attending meetings, including regular supervision, as required
 - Maintaining stationery and other office supplies
 - Any other duties consistent with the role as required
- These responsibilities are subject to annual review and will be adjusted in line with service developments
- To recognise and challenge all forms of discrimination and prejudice in the workplace.
- To treat everyone with respect, dignity and fairness and to acknowledge and celebrate diversity.
- To maintain an awareness of your own and others' health and safety and comply with Coram Group Health and Safety policy and procedures.
- To maintain confidentiality of information; it will be necessary to comply with all requirements related to the Data Protection Act/ General Data Protection Regulations (GDPR)

Updated October 2024