



## JOB PROFILE

<b>POST</b>	<b>PROJECT SUPPORT ADMINISTRATOR</b>
<b>DURATION</b>	This is a 6-month fixed term temporary post initially but there is potential for it to become permanent
<b>REMUNERATION</b>	£4,941 for 6 months – NJC Scale point 8 (£24,702 pro-rata)
<b>HOURS</b>	15 hours per week (Flexible)
<b>RESPONSIBLE TO</b>	The Managing Community Chaplain
<b>JOB LOCATION</b>	Office location in Exeter but some flexible homeworking possible by agreement. There is likely to be some travelling across the region from time to time, for which expenses will be paid.
<b>LIAISON WITH:</b>	SWCC Team, Volunteer Mentors,

### BACKGROUND

South West Community Chaplaincy (SWCC), provides through-care and community support for people as they leave prison and re-integrate back into the community, within the counties of Devon, Cornwall and western Somerset. This includes advocacy, befriending, mentoring, signposting and holistic support, tailor-made to each individual. **SWCC** aims to provide a professional focus and resource for the faith communities and other organisations within the area to establish new and innovative ways of helping participants address their offending behaviour by providing a network of support that can challenge, and promote a positive attitude for change.

### 1. PURPOSE

The role of the Project Support Administrator is to provide administrative support to the Community Chaplaincy staff and volunteer teams.

## **2. KEY TASK/DUTIES**

### **Client Referrals and Data Processing**

1. Assist the Managing Community Chaplain in the processing of client referrals
2. Support Community Chaplains in inputting and updating client records on the On Track database
3. Transfer client related records onto an external MS Azure recording database in line with service timeframes
4. Ensure that all records and electronic databases are maintained accurately, completely and securely

### **Project Materials**

1. Maintain and develop the online services directory
2. Assist with the publication of promotional material
3. Maintain and develop SWCC's client discharge handbook
4. Co-ordinate the running and maintenance of the Go Bag project

### **Office & Financial**

1. Provide general administrative support
2. Assist with fundraising, shortlisting potential trusts to approach, and preparing application letters
3. Maintain filing systems
4. Contribute to taking minutes of meetings
5. Respond to general enquiries received via email and phone and re-direct enquirers to the appropriate personnel as necessary
6. Assist with the maintenance and updating of policies and procedures

### **Volunteer Support and Administration**

1. Provide assistance to volunteers in respect of general administrative queries
2. Assist with volunteer training programmes under the direction of the Supporter and Volunteer Co-ordinator, and Managing Community Chaplain
3. Liaise with volunteers as necessary to ensure timely feedback and updates on client progress

### **Publicity and Communication**

1. Contribute to the content of the regular newsletter and other communications
2. Assist with social media initiatives
3. Contribute to developing publicity initiatives to attract volunteers and other support

### **Other**

1. Undertake training as identified through the Management Committee, personal supervision and appraisal.
2. Undertake other duties agreed that from time to time might be necessary for the effective delivery of the project.

## PERSON SPECIFICATION

<b>KNOWLEDGE, SKILLS &amp; EXPERIENCE</b>	<p>Proven administrative skills</p> <p>Highly competent with Microsoft 365</p> <p>Proven ability to work well in a team</p> <p>High level of IT skill, particularly with data entry</p> <p>Excellent interpersonal and communication skills</p> <p>Proven ability to relate well to a wide variety of people</p> <p>Highly organised with an attention to detail</p> <p>Experience in effective use of social media</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
<b>QUALIFICATIONS TRAINING</b>	<p>Good standard of education</p> <p>Qualification in data entry/management, MS Azure and MS Teams</p>	<p>Essential</p> <p>Desirable</p>
<b>ATTITUDE:</b>	<p>Non-judgemental and empathic to the needs of people who have been in prison</p> <p>Self-motivated with ability to work to tight deadlines</p> <p>Willingness to use initiative whilst working effectively as part of a team</p> <p>Pastoral heart and concern for the wellbeing of people</p> <p>Commitment to the faith ethos of Community Chaplaincy</p> <p>Willingness to undertake regular supervision</p> <p>Able to accept instruction</p> <p>Flexible</p> <p>Ability to work under pressure and prioritise a busy workload</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<b>OTHER ATTRIBUTES</b>	<p>Commitment to SWCCs Equity, Diversity and Inclusion ethos</p> <p>The job-holder must have the right to live and work in the UK</p>	<p>Essential</p> <p>Essential</p>