

Role Profile

Role Title:	Administration Assistant
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Role Purpose

Brief Description of the Role

Contribute to the sustainability of the organisation through the delivery of high-quality administrative support to:

- Chair, Board of Trustees and SMT
- Develop and review effective administrative procedures that maintain excellent communications, support organisational governance and contribute to the successful development of the organisation
- Building and maintaining strong working relationships across the team, membership, stakeholders, and suppliers
- Ensure that objectives are delivered on time, within budget and to agreed quality criteria

Responsibilities & Accountabilities

Statement of Main Areas of Responsibility

1. Manage and maintain high level administrative and office support functions across the organisation.
2. Act as the first point of contact for the Chair, Trustees, CEO and SMT, including administrative support.
3. Ensure Board and Finance meetings are scheduled appropriately, papers are circulated and minutes are recorded.
4. Manage HR using the Bright HR online platform.
5. Manage external contracts such as IT support, insurances, EAP etc.
6. Manage expenditure within agreed budgets.
7. File charity annual returns i.e. Companies House and Charity Commission.
8. Maintain an awareness and advise the CEO of changes in legal and statutory requirements, such as Data Protection, Health and Safety at Work and Equality and Diversity as appropriate.

The post holder will be expected to:

1. Operate within the parameters of strategic and operational plans, within good practice as understood in the sector and developed by the organisation
2. Comply with Data Protection, Health and Safety at Work and Equality and Diversity legislation and adhere to policies, procedures and best practice at all times
3. Work collaboratively with other staff as necessary to deliver these responsibilities and agreed objectives
4. Undertake any other reasonable duties as deemed necessary by line manager

In the interest of effective working the major tasks may be reviewed from time to time to reflect changing organisational needs. Any consequential changes will be carried out in consultation with the post holder.

Knowledge, Skills and Experience *The Tools Required to Perform the Role*

Essential Experience and Skills:

English Language and mathematics qualification
 Proficient in IT literacy on Microsoft Office Packages and work within database systems
 Exceptional organisational skills, attention to detail, ability to be flexible, prioritise workload, multi-task and meet deadlines
 Proactive and work on own initiative with limited supervision
 Excellent communication skills and ability to professionally represent the organisation
 Ability to exercise discretion in dealing with confidential or sensitive matters
 Ability to introduce, review and improve administrative processes to consistently high standards
 Knowledge of Health and Safety at Work, Data Protection and Equality and Diversity regulations

Personal Qualities:

Effective time management; able to work on own initiative.
 Ability to work as part of a team to achieve agreed organisational goals, eg. KPIs;
 Work effectively as part of a geographically disbursed team as part of a 'team culture'
 Enthusiastic, excellent communicator with strong interpersonal and facilitation skills
 To demonstrate and have a commitment to professional boundaries and values to promote a positive 'can do' culture
 Highly personable, self-motivated and driven
 Creative and solution focused approach to problem solving
 Commitment to continued learning and self-development
 Demonstrate commitment to anti-discriminatory values and practices that promote the involvement of users/stakeholders and members

Our Values:

Helplines Partnership's core values have been developed to guide the way we want to work, manage our business, and deliver our services. They provide the foundation for our staff when responding to members and stakeholders.

Quality – confirming our commitment to value and excellence
 Passion – affirming our enthusiasm for what we do
 Integrity – upholding our commitment to honesty and sound work principles
 Ambition – emphasising our motivation and determination to succeed
 Equity – committing ourselves to fairness and equality

Helplines Partnership is committed to inspiring its members with the same ethos and building a connected, responsive and sustainable help-sector and is committed to anti-discriminatory values and to the involvement of users of services.



Other requirements:

The post-holder will be required to attend on-site meetings as and when requested