

**Job Title: Business Administrator**

**Job Purpose:**

To carry out the day to day business administration and provide a reception service to all customers, staff and visitors to the day centre ensuring a responsive and efficient service with a strong emphasis on outstanding customer care and a willing attitude.

Provide administrative support to the supported living service.

**Specific Duties:**

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| **Office Administration & Business Support** |
| * Provide a professional and effective reception service including the discreet and diplomatic handling of incoming calls and e-mails. Ensure the office is well maintained, clean and secure at all times including security of site key safe and relevant staff access.
* Greet all persons and handle incoming enquiries and correspondence promptly and accurately and share information as required
* Take direction from the lead business support to undertake organisational administration, following agreed systems and processes. Provide general business and proactive support.
* Ensure all customer personal information is accurate and up to date in line with GDPR requirements.
* Maintain accurate attendance records ensuring all customer movements in / out of the centre are recorded. Compile attendance data as directed by the Finance Manager.
* Populate the daycare customer rota as advised by Daycare Team Leader.
* Handle all day to day daycare transport queries
* Oversee the volunteer process, manage volunteer records and contact information
* Prepare and distribute mail shots and letters. Prepare and distribute customer letters and information using appropriate language and Easy Read
* Provide an accurate filing and scanning service for charity records.
* Act as minute taker at meetings including preparation and circulation of agenda, minutes and reports.
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| **Supported Living Administration** |
| * Maintain staff training records and arrange appropriate training on a timely basis. Diarise repeat staff training to ensure timely renewal of skills.
* Manage the accurate and timely administration of all customer records.
* Support tenants with property repairs, maintenance and landlord issues. Liaise with property partner agents.
* Review house communication books pass information as appropriate and support effective communication between daycare and supported living services.
* Provide an accurate filing, scanning and archiving service for supported living records
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| **Personal Accountability** |
| * To act professionally and work co-operatively as a member of a staff team and contribute to a culture of open communication to include constructive feedback for self and colleagues.
* Pro-active ownership of all tasks to ensure efficient running of admin area.
* To participate in staff meetings as required making a constructive contribution.
* To contribute to effective communication with customers, volunteers, trainees, their families / friends, and other staff members.
* Be a change agent, constantly reviewing service delivery in conjunction with Line Manager
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| **Additional Requirements:** |
| * Attend all training courses as directed by your Line Manager and be responsible for maintaining and improving own knowledge and skills through experience and training.
* Adhere to Apuldram’s Policies and Procedures.
* Willingness to work flexibly in order to meet the needs of the service.
* Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the Service.
* Comply with all health and safety policies and procedures and protect the health, safety and wellbeing of customers, trainees and colleagues.
* Undertake first aid, fire warden and medication duties.
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**Person Specification**

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| **ESSENTIAL** | **DESIRABLE** |
| Good general standard of education to include numeracy and literacy GCSE Grade C or equivalent.Excellent IT skills including Microsoft office and social media | NVQ at levels 2,3,4Accreditation in Excel or similar spreadsheet application |
| Professional telephone manner, ability to respond to queries and to initiate contact  | Previous experience of reception duties |
| Ability to work unsupervised and to use own initiative. Well organised with demonstrable experience of planning, prioritising and effective time management.  | Previous experience of lone working  |
| Demonstrable experience of working in an administrative role within a busy teamNumeracy and accuracy  |  |
| Commitment to continuous learning, training and professional development | First Aid trainingMedication trainingPrevious experience of working in the charity sector / working with adults with a learning disability  |
| Friendly and engaging personality. Excellent interpersonal skills and the ability to represent the organisation in a friendly, professional and knowledgeable manner. Strong customer service skillsCan-do attitude | Previous experience of running a small office / reception service  |
| Able to work flexibly  | Full driving licence and car owner |

**Key Competencies Required for the Role:**

* Ability to work on own and as part of a team
* Ability to perform and take ownership of a range of administrative tasks
* Ability to establish and maintain professional working relationships
* Ability to communicate effectively with a range of people using interpersonal and influencing skills
* Ability to work flexibly and creatively with the people we support
* Ability to maintain confidentiality