

## Job Description

### Advice Service: Administrator

Advice, support and housing  
for a better tomorrow

<b>Post title</b>	<b>Administrator</b>
<b>Hours of work</b>	37.5 per week
<b>Salary</b>	£21,000
<b>Holiday entitlement</b>	23 days annual leave plus statutory bank holidays
<b>Based at</b>	HQ- Kettering
<b>Accountable to</b>	Chief Executive
<b>Direct reports</b>	None

### Purpose of the Job

To provide a professional triage service for beneficiaries that approach the charity, identify and signpost to the correct service, ensuring all data is entered accurately on the Accommodation Concern Database.

Support the office team to function in a professional and efficient way, enabling beneficiaries to receive the a high standard of service.

To manage the day to day functions of the office, including Health & Safety, stationery and sourcing items for the set up of new supported accommodation porperties.

To provide Admin support for the CEO & Business Development Manager

### Main Responsibilities

1. Be the first point of contact for beneficiaries contacting the organisation; by phone, email, social media or in person and ensure relevant referrals are made to the relevant advisor/ tenancy support worker.
2. Identify beneficiaries needs, desired outcomes/actions, and appropriate prioritisation.
3. Manage the meeting room booking process.
4. Staff co-ordination across the charity to keep the team informed and cover put in place during holiday periods and absentism.
5. Responsibility for Health & Safety compliance monitoring across all AC offices and RSI/supported accomodaiton properties.

6. Initial contact/referral & Signposting with other local specialist agencies for expertise and to help coordinate services when required.
7. To maintain the accurate recording of client contacts and feedback within statistical software packages in accordance with the Service operating model for Advice Pro (our CRM) and the AQS standards
8. Maintain stock levels of the various resources held across the organisation and submit purchase orders for all sites.
9. Researching and sourcing goods and services, obtaining quotations for required items from time to time to support the service development.
10. Responsible for the administration of our Membership scheme.
11. Support the production and circulation of our regular newsletters.
12. Support the ongoing development and updating of the website
13. Project management support where required
14. To refer clients to other colleagues /services to assist in meeting any identified needs and liaise and negotiate with relevant agencies.
15. Work collaboratively with other colleagues in the team and wider organisation to enhance the services provided.

**Other:**

16. To prepare statistical reports, written reports, case studies and any other feedback relevant to the service.
17. To meet defined objectives and targets relating to service delivery and specific project work.
18. To undertake a range of consultation and evaluation processes with clients as required.
19. To adhere to the charity's policy and procedures, including safeguarding reporting, interventions and disclosures.
20. To attend meetings and training as necessary.
21. Undertake any other reasonable tasks as requested by your Manager.

Annual objectives will be set for this role which will be used to monitor and evaluate performance within the appraisal system.

This job description may be subject to review in light of the developing organisation and in consultation with the post holder

## **Person Specification**

### **Education & Qualifications**

#### *Essential*

A Level qualifications or relevant experience

Relevant computer experience/IT qualification/ Level 2 IT qualification or equivalent experience (ECDL)

Business Administration qualification

#### *Desirable*

Degree in:

- business management
- public administration

### **Experience**

#### *Essential*

2+ years' experience in office administration

Experience of displaying patience and the ability to remain calm in stressful situations

Experience of having to be thorough and pay attention to detail

Experience of working confidentially on their own and embracing working as a part of a team

#### *Desirable*

Experience of working in an advice setting

Experience of working in the third/voluntary sector

Experience of working with diverse, hard to reach and/or vulnerable adults

### **Knowledge and Understanding**

#### *Essential*

Extensive knowledge and abilities in using Microsoft Office packages

An understanding of the need for client confidentiality and GDPR

#### *Desirable*

Knowledge and ability to use Advice Pro database

Understanding of the issues that affect people living in poverty/homeless

### **Aptitudes and skills**

#### *Essential*

Excellent written and verbal communication skills, with an ability to build strong, credible relationships both internally and externally

Ability to work independently and within a team whilst working professionally, innovatively and diligently with at a collaborative approach to work  
Ability to work independently without supervision and within a team  
Ability to work professionally, innovatively, diligently whilst under pressure/deadlines  
Excellent organisational and time management skills  
Ability to Implement Procedures in a Fast-Paced and Evolving Environment  
Excellent Customer Service Skills

### *Desirable*

Experience of working with volunteers  
An understanding of a person centred approach and its impact on service  
Quality  
An understanding of the issues associated with vulnerable adults, mistreatment and abuse

## **Personal Attributes**

### *Essential*

Excellent organisational, planning and time management skills with the ability to prioritise and juggle conflicting demands  
Commitment to equal opportunities, non-judgemental and anti-oppressive practice  
A flexible approach to work with the ability to adapt to a fast-paced, ever-changing environment yet meet deadlines.  
A willingness to accept accountability and be pro- active in seeking responsibility  
The ability to work effectively with partner agencies and develop contacts and networks across a wide range of local services  
Ability to challenge the status quo and influence others to change culture  
To have a sense of humour, be personable and accept that things won't go as you think