



## Job Description

**Job Title:** Administrator

**Job Summary:** To have day to day responsibility for maintaining an effective secretarial / reception service.

In conjunction with the Senior Administrator and Operational Management Team, leading on:

- Referrals Administration
- Staff Training

**Hours of Work:** 37.5 per week

**Leave:** 25 Days and 8 statutory Bank Holidays (pro rata)

**Responsible to:** Senior Administrator

**Main Duties:**

1. To provide a friendly and efficient reception service, handling and resolving all types of queries and enquiries (telephone, email, written, in person) and providing timely responses using own initiative, escalating more complex issues as appropriate.
2. To provide an effective and efficient secretarial service to the Operational Management Team, Management Committee and front line staff, including preparation of letters, documents and reports, primarily via the use of MS Word and Excel.

3. To maintain the office Outlook Diary and coordinate the availability of meeting room space.
4. To create, maintain and utilise records and databases, both computerised and manual, as directed, including ensuring efficient manual filing systems are maintained
5. To develop knowledge of the organisation and its clients, contractors and commissioners in order to be able to assist with, and resolve, enquiries in an informed way.
6. To prepare agendas and papers for meetings, and take minutes.
7. To administer referrals into the service, including:
  - Checking, processing and recording all applications, sending out standard correspondence and liaising with referrers to collect all required supporting information.
  - Booking assessment dates
  - Dealing with general enquiries regarding the referral process.
8. To support the organisation's fundraising and marketing initiatives.
9. To assist with the preparation and posting of items on social media and the Company website, in line with the Social Media Strategy.
10. In conjunction with the Supported Housing Officer, to provide administrative support to the Tenant Voice Panel, including the preparation of a regular newsletter.
11. In conjunction with the Senior Administrator and Finance Officer, to undertake analysis of data and produce reports as required (often utilising MS Excel). For example, six monthly analysis of referrals.
12. To collate and submit meter readings to suppliers.
13. To support the Supported Housing Officer and Senior Administrator in addressing maintenance issues across schemes.
14. To organise and book events such as Service User holidays and trips, AGM, Trustee meetings, exhibitions etc.

15. In conjunction with the Senior Administrator, to complete applications for DBS (criminal record) checks and ensure that DBS checks are renewed as necessary.
16. To maintain records of staff sickness and annual leave and produce an annual analysis.
17. To maintain staff files, ensuring documents such as car insurance are kept up to date.
18. In conjunction with the Chief Executive, to research and book training events, in line with the Core Training Programme and to meet ad-hoc training needs.
19. To maintain staff training records and distribute training evaluations.
20. To assist the Senior Administrator in posting job advertisements and preparing recruitment documentation.
21. To take any post to the post box or post office, and carry out general errands.

### **Information Technology and Data Protection**

1. To act as a first point of contact for any IT related problems across the organisation, escalating or seeking external advice as needed.
2. In conjunction with the Senior Administrator, to maintain and keep secure the IT asset register and records of user names and passwords.
3. To comply with current legislation and work within the confidentiality and data protection policies and procedures of Norton Housing and Support, in particular by;
4. Ensuring confidential information is kept securely and not relayed to unauthorised personnel.
5. Protecting computer systems from unauthorised access – e.g. by maintaining the security of passwords, not bypassing security software.
6. Promptly reporting any data breaches to the Senior Administrator

**General Duties:**

1. To work as part of the team in maintaining a safe environment within the office, including the carrying out tests of office fire alarm / emergency lights, ensuring disposal of waste, locking up at end of the day.
2. To provide cover for other office staff, as required.
3. To adhere to the policies and procedures in place within the organisation, including complying with the requirements of the Health and Safety at Work Act 1974.
4. To undertake any other duties as reasonably required by the Operational Management Team.