

Job Description and Person Specification –Administrator

Job Title: Administrator

Employer: Home-Start Manchester, Woodville Children’s Centre, Shirley Rd, Cheetham, M8 ONE

Hours of work: 37 hours per week

Salary: Points 12-18 (new NJC scaling) - £21,589 starting salary

Contract: Permanent, subject to funding

Responsible to: Home-Start Chief Executive Officer

Base: Home-Start Manchester’s offices (address above) with some home working as appropriate

Purpose of the Job

This exciting post is integral to the effective operation of the organisation and provides the back bone for the smooth delivery of high quality services, through oversight of effective administrative systems and processes. The main objective of this post is to be the initial point of contact for a range of external enquiries to the organisation, to oversee the effective running of all administrative systems and processes including leading on data management and reporting, and some finance tasks.

Working closely with our small, friendly and fast-paced team of Volunteer Coordinators and Family Support Workers, the post holder will be expected to support colleagues with a variety of needs, often working to problem solve and support, and often working on their own initiative.

The role is supported by the CEO, Service Manager and a dedicated team of Trustees; all of whom have an appetite for creativity and encourage staff to develop their ideas, skills and knowledge.

The post will have an opportunity to administratively support all aspects of the organisation including referrals and support for families; recruitment, training and support for volunteers; fundraising and general promotion including social media input; Trustee Board support.

The organisation is in a financially stable position currently, and any finance tasks within the role is supported by our experienced Accountant. This is a potential area of development for the right candidate.

The post holder will have extensive administrative and organisation skills, an ability to work as part of a small team and on their own, and be a ‘can do’ person with excellent interpersonal skills.

Working Environment

A blend of office and home working as required. Occasional work from external meeting spaces.

Main Responsibilities

- Process incoming referrals in line with agreed referral process, including liaison with external agencies and professionals

- Oversee the effective use of a client management system by the team, including providing additional training and support, and regular auditing; data input and collation
- Collate data and create reports for the CEO, Service Manager and individual project leads as requested in a line with funder reporting schedule
- Manage all social media platforms and upload content in line with the Marketing implementation plan to raise the organisation's profile
- Update the website as required
- Support Coordinators with volunteer recruitment, taking forward volunteer enquiries and ensuring all recruitment, selection and training administrative processes are in place
- Oversee the timely renewal of DBSs for staff and trustees, and remind Coordinators when volunteer DBSs are due for renewal
- Using a variety of methods as instructed, gather feedback from families, volunteers and referrers and feedback collated results to the Service Manager
- Manage family and volunteer records on referral and closure, ensuring records are destroyed in line with policy
- Maintain office supplies and stationery, and items for families as instructed
- Monitor Admin e-mail account and office landline, and pass enquiries on as appropriate
- Trustee minute taking (quarterly evening meetings and occasional away days)
- Oversee staff and trustee policy and paperwork renewal, and administratively support new starters with reference requests and induction paperwork
- Coordinate policy review for trustee meetings in line with the schedule
- Ad hoc practical office management tasks including processing post, recycling collection and office equipment servicing
- Sending and receiving invoices, arranging payments, processing basic payroll and pensions (with a development opportunity to pick up additional book keeping and financial reporting responsibilities).

Supporting the work of Home-Start

- Contribute to the effective day to day operation of Home-Start in accordance with the Home-Start Memorandum & Articles of Association, Home-Start, Standards & Methods of Practice, Home-Start Agreement and Quality Assurance Standards.
- Undertake work as delegated by the CEO to support the strategic management, development and future funding of Home-Start.
- Contribute to the overall quality and reputation of the scheme, including involvement in process review, highlighting any issues with practice and being involved in QA processes

Financial & Physical Responsibilities

- The post holder has a personal duty of care in relation to the use of and storage of equipment and resources, including laptop and mobile phone.
- To ensure that the environment for home working is clean, safe and appropriate.
- To use computers for data collection, report writing and audit purposes.

Information Resources

- To maintain high standards of record keeping including electronic data entry recording, and letter writing.
- Undertake audits and evaluations of the service.

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

Home-Start Manchester is committed to equality of opportunity and to safe recruitment practice as an important part of safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all employees and volunteers to share this commitment. All post holders are subject to appropriate vetting procedures and an enhanced DBS check where applicable.

Updated August 2022.

Person Specification

Essential and desirable skills, abilities, experience, knowledge and special requirements for the post of Home-Start secretary/administrative assistant.

ESSENTIAL	Method of assessment
	A - application I - interview
Education and qualifications	
Good standard of education (GCSE, NVQ level 3 or equivalent)	A
Relevant secretarial/IT related training	A
Employment History	
Relevant previous or current employment	A and I
Managing the scheme (Admin)	
Secretarial skills and experience, including typing and word processing	A
Proficient use of Microsoft Office, Outlook, Teams and Zoom	A
High standards of practice and presentation at work	A
Extensive experience of administrative work	A and I
Minute taking experience	A
Effective verbal and written communication skills	A and I

Ability to prioritise tasks in a fast paced environment	A and I
Working with others	
Experience of managing and supporting a team to implement systems and processes effectively	A and I
Experience of working both in a team and on own, including from home	A and I
Ability to establish and maintain effective relationships with a wide variety of people	A and I
Knowledge of and commitment to equal opportunities and anti-discriminatory practice	A
Understanding of the need for professional confidentiality	A
Occasional evening or weekend work	A
Willing to access training	A
An understanding of the organisation's services and impact	A and I
DESIRABLE	
Experience of working in a small team within a charity	A
Knowledge of Trustee Boards and Governance	A
Experience of working with volunteers	A
Knowledge and experience of budget monitoring and financial reporting	A and I
Use of accounts software	A and I
Knowledge and experience of payroll	A
Knowledge and experience of book-keeping	A
Knowledge and experience of budget monitoring and financial reporting	A and I

