

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Senior Service Administrator
Salary Range/Grade:	£10.33 / hour
Hours:	Minimum 30 hours per week, all year round.
Work Base:	The RISE Children's Centre - Chippenham
Reporting To:	Chief Executive Officer (CEO) – Lynn Evans
Main Purpose of Job:	
To be responsible for providing administration and secretarial support to the CEO, assisting in the quality assurance of safeguarding and IT functions and administrative co-ordination. The post will involve centre-based working and travel on a regular basis.	
MAJOR TASK AND RESPONSIBILITIES	
<ol style="list-style-type: none"> 1. Central support and provision of secretarial services to the CEO 2. Safeguarding Quality Assurance 3. IT administration 4. HR administration 5. Development and implementation of all RISE Trust policies and procedures. 6. Administrative co-ordination 	
1. Support and Provision of Secretarial Services to the CEO	
<ul style="list-style-type: none"> • Assists the Chief Executive with the dissemination of information to all staff in relation to all relevant policy procedures and legislation. • Ensuring an effective and efficient secretarial service for the CEO. Prepares, composes and types from written copy, letters, reports, memoranda and e-mails as required, on any subject related to the work of the Trust to ensure high quality and accuracy at all times. • Maintains an oversight of all arrangements for meetings, training, conferences, Advisory Boards, visits and visitors including the use of accommodation or booking venues, timings, providing travelling directions, issuing documentation, refreshments/ catering and the taking of minutes in relation to the requirements of the CEO. • Complies with the 'whistle-blowing policy' as determined by the RISE Trust. • Attends meetings with the CEO (e.g. Outreach) when appropriate, take detailed minutes ensuring they are typed in a timely fashion and distributed to all concerned. • Any other duties deemed necessary by the Chief Executive to ensure smooth running of the RISE Trust's services. 	
2. Safeguarding Quality Assurance Administration	
<ul style="list-style-type: none"> • Manages the Safeguarding Alerts system across all Centres ensuring the CEO is immediately informed and fully updated at all times. • Manages the Referral Log process across all Centres ensuring the CEO is kept fully informed at all times. • Enter alerts on chronological records - keep safeguarding files/ database up-to-date • Provides first point of contact for all admin staff for concerns in this area. 	

3. IT administration

- Aware at all times of the sensitive nature of work including confidentiality and child protection issues, carrying out and reporting concerns/discrepancies by staff, users or visitors to the CEO.
- Develop and maintain manual and computerised record systems and filing systems e.g. management and administrative records.
- Has an active role in monitoring the support for all staff in IT matters including liaison with the IT Support Company Oakford Technology Ltd.

4. Co-ordination of Human Resources

- Assist the CEO and Management Team in the entire recruitment process. Create an advertisement for post identified and advertise.
- Co-ordinate general response to vacancy advertised.
- Assist the CEO and Management Team with arrangement of interviews, taking up of references and meeting and greeting of candidates on interview day. Document check on interview.
- Send out offer letters to successful interviewees and administer starting dates.

5. Administration of all RISE Trust policies and procedures

- Identify with the CEO policies and procedures that are required for the smooth, effective and safe running of the RISE Trust's services.
- Once policies/procedures are adopted by Trustees make the paperwork available for all staff.
- Ensure the effective implementation of standard operating procedures for all aspects of the Trust's work.

6. Administrative Tasks

- To assist the Health & Safety CSL in his/her responsibilities for fire safety management, ensuring fire fighting equipment is maintained, fire drills are carried out and all procedures in accordance with RISE policies are in place, such as weekly checks of alarm points and fire extinguishers within their RISE Children's Centre.
- To liaise with Health and Safety CSL to ensure that all buildings and grounds are hazard free.
- Ensuring that reports of theft, break in, fire and other damage are reported to the CEO, police, insurers etc and appropriate insurance issues are dealt with.

7. Job activities – Standard Terms Common to all Job Descriptions

- Promote the organisation's Equal Opportunities policies.
- To promote the organisation's quality systems.
- In discharging the duties of the post to have due regard for the provisions of Health & Safety at Work legislation, as detailed in the Health & Safety Manual.
- To undertake such additional duties as required which are commensurate with the grade and responsibilities of the post.

This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

In accordance with safer recruitment protocols, we will request references in advance of interviews, for shortlisted candidates

PERSON SPECIFICATION

JOB TITLE: SENIOR ADMINISTRATOR

PERSON SPECIFICATION		
Factors	Essential	Desirable
Qualifications	Literacy to a standard, which will enable post holder to draft routine correspondence and reports in a clear and grammatically correct manner. Numeracy to a level, which will enable post holder to perform calculations and maintain relevant statistical information.	NVQ Level 4/5 or equivalent. Foundation Level Safeguarding
Knowledge / Experience	Office and secretarial work including procedures. Dealing with members of the public and other agencies. Maintaining and recording confidential and sensitive information/records, manually and via IT. Knowledge of appropriate IT software systems inc Excel, Powerpoint, Publisher and Word. Supervising/managing staff.	Children's Centre and strategic partnership working.
Skills/Abilities	Take accurate minutes and notes of meetings. Prioritise and organise workload and that of others where applicable. Deal with service users in a polite and sensitive manner.	
Personal Qualities	Ability to work under pressure. Flexible approach. Commitment to Safeguarding and Anti-discriminatory practice. Enthusiastic and motivated. Friendly and patient personality. Work to a high set of principles. Ability to work as part of a team. Car driver and access to a car. The Trust may occasionally require flexibility in working hours	Sense of humour
The RISE Trust Christian values	If the person is not currently a practicing Christian they should subscribe to Christian values with an ability to articulate these values which underpin the RISE Trust's approach to social action within the community. We will also pray each day and at the start of our meetings and therefore the person should show a willingness to respect our prayer with and for staff, volunteers and service users as and when appropriate.	