



JOB DESCRIPTION

JOB TITLE: **Administration Officer**

LOCATION: **Guildford, Surrey**

RESPONSIBLE TO: **Senior Admin Officer**

OUR MISSION:

*“Nurturing and enabling independence for young people with a disability.” To support each other and work as part of the team, respecting every individual’s gifts, skills and qualities, and the unique talents they bring to **halow**.*

ROLE PURPOSE:

Working with Senior Admin Officer and the Finance Manager to deliver first class support in all aspects of office management and shared central admin functions in this lively Head Office to support our staff to deliver our range of services.

MAIN ROLE RESPONSIBILITIES AND TASKS:

To be an ambassador for halow including:

- Demonstrating commitment to the Organisation’s mission statement
- Leading by example and demonstrating through both actions and words a positive approach to colleagues, our young people and stakeholders alike

To support in the development and achievement of the Organisation’s strategic objectives by:

- Understanding and contributing to the Organisation’s and management strategies of **halow project** and ensuring that activities and plans within own areas of responsibility align with and support such strategies
- Maintaining awareness of progress made against strategic plan/s and be involved in Organisational development of these by updates and feedback to the Senior Admin Officer and Finance Manager on a regular basis, seeking support where required

To provide an unrivalled level of service and support to your colleagues, halow’s young people and stakeholders of halow by:

- Undertake all reception and telephone duties.

- Assist with all office services including premises management, liaising with the landlord, booking appointments, ordering / supplies replenishment, adhering to health and safety requirements, equipment maintenance, document control.
- Data entry which includes payroll, database, HR information, National Data Minimum Set input
- Provide IT support – help to install software updates, liaise with our IT department, maintain logs and track support calls).
- HR administration – assist with maintaining training and staff records, maintain staff files up to date, assisting at job fairs, chasing references, producing staff ID badges.
- Account/Bookings support – provide assistance to the Finance Manager when required including responsibility for petty cash and card payment processing, maintaining the activities booking spreadsheet.
- Recruitment support - job posting and social media around recruitment as instructed by Senior Admin Officer and Head of Fundraising & Communications
- Participating in regular supervisory sessions, appraisals and team meetings
- Attending, completing and keeping refreshed any training as identified and required
- Contributing to the continuous improvement of service standards in order to maintain our excellent reputation.

To fulfil any other responsibilities of the post including:

- Demonstrating commitment to **halow**'s mission statement and aims
- Adhering to the Organisation's internal policies and procedures
- Ensuring awareness of your legislative obligations and adhere to these at all times
- Being part of the **halow** "on call rota" and all duties this entails (see separate documentation)
- Attending functions or networking meetings to promote the services of **halow project** as necessary
- Attending internal or external meetings as required
- Any other duties which may be reasonably required of the post

*This is a description of the job as it is presently constituted. It is the practice of **halow** to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. It is the Organisation's aim to reach agreement on changes, but if agreement is not possible, the Organisation reserves the right to insist on changes to your job description, after consultation with you.*

PERSON SPECIFICATION

	<i>Essential</i>	<i>Desirable</i>
<i>Experience</i>	<ul style="list-style-type: none"> • Experience of administration and working in an office environment • Experience of working to deadlines • Excellent problem solving and creative thinking skills • Experience of managing regular email communications • Experience of diary / calendar management 	<ul style="list-style-type: none"> • Experience of working in an equivalent/ similar position, within a charitable and/or care environment • Experience of monitoring, evaluation and producing reports • Experience of working with people with a learning disability
<i>Qualifications and Knowledge</i>	<ul style="list-style-type: none"> • Willingness to undertake induction and mandatory training as required • An understanding of equal opportunities, respect, individuality and promoting independence • An understanding of Health & Safety • Proficient in the Microsoft Office suite including Word, Excel, Outlook and PowerPoint plus database inputting and use • GCSE (or equivalent) in Maths, English and IT functional skills 	<ul style="list-style-type: none"> • NVQ in business admin or other relevant qualification that demonstrates a good understanding of an office environment. • Demonstrates an understanding of learning disabilities • First Aid at Work, Fire Safety/Marshal and Health & Safety training • Touch typing / word processing qualification • Social media and website posting
<i>Skills and Personal Attributes</i>	<ul style="list-style-type: none"> • Excellent organisational skills • Excellent verbal communication and written skills with experience of communicating with people of all abilities • Methodical and keen to learn • Friendly, professional, approachable and sensitive to others' needs • Honest, reliable and punctual • Strong partnership working skills and the ability to develop and maintain effective working relationships • Ability to cope under pressure, deliver to deadlines and multi-task. 	<ul style="list-style-type: none"> • An understanding of equal opportunities, respect, individuality and promoting independence • A commitment to promoting people's rights

	<ul style="list-style-type: none">• Physically fit to perform the duties and responsibilities of the post??• Exhibit role model behaviour at all times• A team player who is just as capable when alone working• Demonstrates a commitment to the Organisation and is an advocate of the great work that we do	
<i>Other</i>	<ul style="list-style-type: none">• A willingness to undergo a DBS check in order to work for the Organisation	