**Living Options Devon - Job Description**

**Job Title:** Senior Administrator

**Responsible to:** Charity Hub Coordinator

**Hours:** 32 Hours per week

**Salary:** £22,627 (pro rata)

**Job location:** Hybrid working, Exeter office based, minimum of 2 days per week in the office.

**Period of Notice:** One Month

**Contract term:** Fixed term to 31st March 2024 (with the possibility for extension subject to funding)

**Background/context:** Living Options Devon (LOD) is a charity and a company limited by guarantee founded over 30 years ago.Our vision is of fully informed, accessible and inclusive society in which every individual has the choice and opportunity to achieve their full potential and take part as an equal and valued citizen.

Living Options Devon strives to be user-led in all that we do and we welcome applications from disabled and Deaf people.

We exist to ensure people with physical and/or sensory disabilities and Deaf people with sign language can make an active and equal contribution in society. Specifically, we:

* Encourage people to feel more informed, valued and confident to take part in society through relevant training and support;
* Enable people to identify priorities and develop user-led services;
* Engage people in effective communication with local/national service commissioners and providers; and
* Empower people to raise awareness of what society needs to do to provide equality of opportunity both locally and nationally.

We believe in a fully accessible society where all people can enjoy freedom of choice and equality of opportunity. We operate a culture of open communication, empowerment and development, where individual differences and abilities are respected and people are encouraged to achieve their full potential.

The Senior Administrator will be supporting the Charity with daily administrative duties and tasks to help strengthen the organisation. They will provide administrative support to the Senior Corporate Team, The Executive Team, Project Leads, the CEO and the trustees and will help to streamline the recruitment and HR Policies and functions.

**Main Duties & Responsibilities**

* To assist the Charity Hub Coordinator in the daily coordination of the charity and general office functions ensuring a high-quality service and standards throughout
* To provide support to the Hub team with their daily duties
* To provide reception and phone cover, in the event of absences and sickness
* Administer HR processes, paperwork and queries including recruitment and induction of new staff, volunteers and Trustees
* Administer the recruitment process from start to finish
* Assisting projects and project leads with administrative duties
* To liaise with Line managers, Exec Team and other colleagues to ensure staff records are kept up to date and reports are provided as requested
* Improving, implementing and administering policies and procedures
* Administering complaints and disciplinary procedures
* Help manage and implement the new HR system Breathe
* Assist the CEO, Line Managers, Executive team, Senior Corporate Team and the Hub Coordinator in the redesign work to become a paperless organisation
* Once fully trained to deputise for the Hub Coordinator during annual leave and other short-term absences

**Other Duties**

* Attend and participate in regular staff and team meetings.
* Attend appropriate training courses where identified.
* Attend and participate in regular work appraisals and any other support systems as appropriate.

**NB:** The above list is indicative and not exhaustive. The post-holder is expected to carry out all such additional duties as are reasonably commensurate with the role.

# Person Specification

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Knowledge** |
| Good level of literacy and numeracy |  |  |
| Knowledge of remote digital platforms and Office 365 functionality |  |  |
| Knowledge of using social media  |  |  |
| Computer literate with excellent knowledge of Word, Excel, databases, Outlook and use of internet |  |  |
| Knowledge of Customer Relationship Management databases |  |  |
| Knowledge of disability issues |  |  |
| Knowledge of basic level IT support and helpdesk functions and good data storage processes |  |  |
| Knowledge of HR and Recruitment  |  |  |
| **Experience** |
| Line management experience |  |  |
| Experience of leading a small team of staff to deliver client facing services |  |  |
| Administration of office systems |  |  |
| Setting up of new office systems |  |  |
| Administration of IT systems |  |  |
| Experience of working with people with a disability |  |  |
| Health and Safety administration and Premises management |  |  |
| Previous experience of health and social and/or disability issues |  |  |
| Previous experience of delivering information and advice services |  |  |
| **Skills** |
| People Management skills |  |  |
| Competent, fast and accurate typing skills |  |  |
| Good communication skills on the telephone, in writing and face-to-face |  |  |
| Management skills |  |  |
| Excellent attention to detail |  |  |
| Effective organisational skills |  |  |
| Administration skills |  |  |
| Risk assessment skills |  |  |
| Work station assessment skills |  |  |
| **Other** |
| Personal experience of disability or Deafness |  |  |
| Willingness to act as a team player but motivated when working alone |  |  |
| Flexible and co-operative attitude to work routine and variety of tasks |  |  |
| Interest in disability and Deaf issues |  |  |