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**Living Options Devon - Job Description**

**Job Title:** Business Admin & Marketing Apprentice

**Responsible to:** Operations Manager

**Hours:** 37 hours per week

**Salary:** £17,125.52 (£8.60ph)

**Job location:** Living Options Devon offices, Exeter

**Contract term:** Fixed Term Contract

**Start Date:** 27th August 2024

**Period of Notice:** 1 Month

Living Options Devon (LOD) is a charity and a company limited by guarantee founded over 30 years ago.Our vision is of an 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.

We exist to ensure people with disabilities and Deaf people, using sign language can make an active and equal contribution in society.

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.

Living Options Devon is a user-led organisation, and we welcome and encourage applications from diverse candidates from all walks of life including disabled and Deaf people.

# Job Role

This is a fixed-term apprenticeship available from the 27th August 2024 to 24th March 2026 and you will be enrolled on the Level 3 Business Administration Course apprenticeship with Exeter College.

Your time will be split between operations administration and marketing as well as supporting the Hub Team and Project Leads with administrative duties.

Working with the Operations Manager and Marketing Manager, we are actively seeking an experienced administrator with a keen interest in business support. This will be a generalist role including activities relating to marketing and HR administration.

Once fully trained to deputise for the Operations Manager during annual leave and other short term absences.

The successful candidate will need to be able to work confidentially.

You will be working at the heart of the organisation, supporting our Hub team who provide a triage service for all our projects, offering enquirers an opportunity to learn about Living Options services and suggesting which service might best fit their needs. Together with the Hub Hosts, you will help develop and maintain a signposting service to organisations of potential interest for our service users.

The successful candidate will be involved with aspects of our operations, HR, Marketing and digital platforms to ensure the smooth running of the organisation.

# Key Responsibilities

**Operations**

* Support the Operations Manager with the day-to-day operations of the hub, and general office functions ensuring a high-quality service and standards throughout.
* Assist in all aspects of day-to-day office management, including general clerical duties and occasional reception cover, ensuring our team have a well-managed space to meet and work together
* Form part of the designated responsible person team for the site rota. Full training will be provided.
* Assist Operations Manager in maintaining HR files, issuing DBS checks and onboarding new employees.
* Assist in administration of our HR system Breathe
* Assist in the premises management, including timely reporting of maintenance issues, liaising with Landlord agents on issues relating to the building, be responsible for all matters relating to security, and liaise with waste management and cleaning contractors as required.
* Administer and promote our room bookings for LOD staff and external partners.
* Assist with booking training and ensuring training records are kept up to date.
* Minute taking for internal and external meetings
* Inputting into data systems
* Maintain filing systems and records

**Marketing**

To work alongside the Marketing Lead to raise awareness of the charity and the work we do by:

* Creating engaging content across our digital platforms including our website/s, social media and newsletters
* Carrying out simple design tasks
* Regularly monitoring our social media
* Assisting with reporting on campaign effectiveness and successes
* Helping to research and look for opportunities to raise awareness of the charity
* Assisting with the planning of events and attending events as part of the LOD events team occasionally.

**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 | 🗸 |  |
| Working knowledge of digital platforms and Office 365 functionality: including Word, Excel, databases, Outlook and use of internet | 🗸 |  |
| Good administration skills |  | 🗸 |
| Knowledge of Customer Relationship Management databases |  | 🗸 |
| Knowledge of using social media | 🗸 |  |
| Knowledge of disability issues |  | 🗸 |
| **Experience** | | |
| Administration of office systems |  | 🗸 |
| Administration of IT systems |  | 🗸 |
| Working with CRM databases |  | 🗸 |
| Experience of working with people with a disability |  | 🗸 |
| Previous experience of delivering information and advice services |  | 🗸 |
|  | **Essential** | **Desirable** |
| **Skills and Behaviours** | | |
| Strong organisational skills with the ability to juggle multiple priorities and work at pace |  | ✓ |
| Extremely high degree of personal integrity and ethical standards |  | ✓ |
| Excellent interpersonal skills |  | ✓ |
| Ability to build trust and strong stakeholder relationships internally and externally |  | ✓ |
| Flexibility and adaptability to navigate a dynamic landscape with high resilience to deal with unexpected challenges. |  | ✓ |
| Solution focussed problem solving mentality, always seeking to improve and find innovative solutions. |  | ✓ |
| Proficient with digital technology, in particular Office 365. |  | ✓ |
| Clear individual commitment to equality and proactively promotes equity, diversity and inclusion throughout your work and a supportive working environment. | 🗸 |  |
| Good communication skills on the telephone, in writing and face-to-face | 🗸 |  |
| **Other** | | |
| 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 |  | 🗸 |
| Personal experience of disability or Deafness |  | 🗸 |