



**ROLE PROFILE**

<b>Role Title</b>	Administrator	<b>Service</b>	Safer Futures
<b>The Role</b>	<p>The role of the Administrator at First Light is to provide a central point of contact for the Safer Futures services. The Administrator is responsible for ensuring that the information they provide is of the highest quality and that both clients and operational staff needs are met. This includes responsibility for the day-to-day co-ordination and delivery of all administrative duties and requires the post holder to work closely with the Team Leaders and the Services Manager. The Safer Futures administration team also answer the helpline for professionals, assisting other agencies in accessing services.</p> <p>The post holder is a key member of the Safer Futures team and is expected to ensure that high quality administrative and secretarial support is provided at all times, enabling the services to function as effectively as possible.</p> <p>The post holder will need to be conscientious, meticulous and at all times act in a confidential manner.</p> <p>The post holder will need to be highly motivated, flexible and able to work unsupervised.</p>		
<b>Reports to</b>	Community Team Leader	<b>Salary</b>	£18,525 per annum

<b>Behavioural Competency</b>	<b>Level</b>	<b>Statement</b>
<b>Achievement</b>	2	Understands and works towards goals set by others. Measures progress against targets. Seeks to understand reasons for obstacles and to find ways to overcome. Acknowledges the work and contribution of others.
<b>Analytical Thinking</b>	1	Breaks down an issue into its component parts (A, B, C). Lists items, tasks or activities without setting priorities.
<b>Client and Customer Focus</b>	1	Keeps clients/customers up to date and informed. Acts promptly to ensure client/customer problems are resolved. Makes him or herself available to the customer/client. Interacts well with all clients/customers. Understands that each customer is different and can appreciate issues from the client's perspective. Delivers what is expected in line with evidence based good practice guidelines. Builds positive client relations and keeps the client informed of decisions that affect them.
<b>Initiative</b>	1	Recognises and acts on present issues, offering ideas to address current situations or issues. Is able to work independently and complete assignments without constant supervision.
<b>Flexibility</b>	2	Applies rules of procedures flexibly, depending on the individual situation, to accomplish tasks or activities more effectively. Responds effectively to changing circumstances. Remains focused when faced with competing demands. Makes reasonable adjustments to ensure maximum effectiveness and motivation of self and others.
<b>Ethics and Values</b>	1	Treats others fairly and with respect, is able to identify ethical dilemmas and conflict of interest situations and take action to avoid and prevent them. Is able to anticipate breaches of confidentiality and considers different ethical aspects of situations when making decisions.

<b>Planning and Organising</b>	1	Is able to identify requirements and use available resources to meet own work objectives in an optimal fashion, monitors own work objectives and the quality of the completed work.
<b>Team Working</b>	1	Willingly co-operates. Is not afraid to seek advice from others. Puts in extra effort when needed to help others. Recognises that the ways of getting things done in different departments, organisations and communities are not the same.
<b>Professional Confidence</b>	2	Provides an opinion from his or her own area of expertise. Makes decisions without deferring unnecessarily to others and is decisive when situations demand it. Has confidence to admit when they do not know a fact or cannot commit to an immediate view without more research.

***As detailed in the National Occupational Standards (NOS)***

<b>Safeguarding</b>
<p>Adult and child safeguarding is everyone's responsibility and local partnership working is essential to ensure there is consistency within counties in how adults and children are safeguarded from abuse and neglect. It is vital that all staff understand their roles and responsibilities, and work in ways that safeguard adults and children who use the services at First Light. Expectations of staff are set out in our safeguarding policies, which are regularly updated to meet the local safeguarding board requirements.</p>

<b>Key Activities</b>	To support the DASV Team Leaders, Services Manager and staff team in tasks relating to the service
	To manage office facilities in liaison with the Business Support Manager
	Develop, implement and maintain administrative systems
	Develop, implement and maintain data systems
	To develop and maintain a manual for the role
	Inputting on the electronic client management system Halo
	To maintain data integrity
	To ensure collection of data is presented to the Team Leader and Services Manager within the given deadline
	To maintain electronic diaries for room bookings
	To manage emails and all other correspondence
	To compile and prepare reports using Word, Excel (including graphs) in accordance with strict deadlines
	To arrange meetings between colleagues and stakeholders
	Responding to general enquiries from colleagues and any other callers, including answering the Professional Helpline.
	To ensure that all referral paperwork is processed effectively
	To maintain an effective and up-to-date filing system, including creating an electronic filing system
	To produce precise, accurate and timely letters, minutes, reports and presentation work as required
	To ensure that all documents are referenced, filed and easily accessed on the electronic filing system in line with ISO 9001 quality management
	To ensure the facility is clean, tidy and maintained at all times and respond to other occupiers requests
	To ensure the health and safety management system is adhered to
	To maintain confidentiality as required within the role and to be able to work on issues of a sensitive or confidential nature in a confident and capable manner
Deal with highly sensitive and confidential enquiries appropriately and within the boundaries of information governance	
Order office equipment, stationery and leaflets and maintain a stock control system	
Provide HR information to the HR Manager as and when required	

	Participate in fundraising activities to promote our cause and brand
	Represent the charity and service with a broad range of organisations and individuals
	Building and maintaining positive relationships with clients, colleagues, partners and stakeholders

<b>Key Results</b>	<b><i>Key results to be agreed annually at appraisal but may include:</i></b>
	Team Leaders & Services Manager Feedback
	Client, Colleagues and Stakeholders Feedback
	Reporting Integrity
	ISO 9001 Internal and External Audit
	System Integrity
	Health and Safety Report
Other projects as defined by the Team Leaders and Service Manager	

## PERSON SPECIFICATION

When completing your application form, you should consider how you've demonstrated the items listed below (and in the wider job description on our website) through your professional and personal life, including hobbies, academia, part-time jobs and extra-curricular activities. Please cite specific examples. Applications meeting all the 'essential' criteria will be considered; however, this does not guarantee invitation to interview.

	Essential / Desirable
<b>EDUCATION, QUALIFICATION AND TRAINING</b>	
English Language and Mathematics GCSE or equivalent grade C or above	E
Demonstrable proficiency in Intermediate IT skills (Microsoft Office)	E
Demonstrable efficiency with data analysis and the ability to determine trends from large data sets	D
NVQ 2 Administration or equivalent qualification	D
<b>EXPERIENCE</b>	
Dedicated administration support	E
Significant experience in the day-to-day running of an office	E
Handling sensitive information appropriately	D
Developing and maintaining relationships with clients/colleagues/professionals and stakeholders	E
Experience and ability to design, maintain and develop administrative systems and spreadsheets/databases	E
Ability to delegate tasks to support workers	D
Experience of working in a charitable organisation or health setting	D
Answering and attending to calls; recording information; taking messages	E
Working alone in an office where colleagues are out	E
Outcome based accountability – plotting, recording and reporting service results	D
<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>	
Knowledge of and advanced skills in Microsoft Office applications (Word, Outlook, Excel)	E
Excellent verbal and written communication skills	E
Excellent telephone and interpersonal skills	E
Excellent organisational and problem-solving skills	E
Affinity with ethos of the charity (domestic abuse and sexual violence)	E
Ability to handle calls and enquires sensitively from a variety of stakeholders	E
Ability to take initiative and work without regular prompting	E
Ability to work to tight deadlines	E
Ability to handle confidential and sensitive information appropriately	E
Ability to manage varied workload	E
Willingness to undertake further training as required for the role	E
An understanding of safeguarding of children and vulnerable adults	D
Flexibility and the ability to adapt according to the needs of the service	E
Experience of taking minutes in meetings	D
<b>PERSONAL</b>	
A commitment to being environmentally friendly	D
Anti-discriminatory practice (positive regard for diversity and equality)	E
Ability to work within the contribute positively to the ethos and values of Twelves Company	E
Emotional Intelligence	E
Ability to empathise whilst being able to make professional judgments within emotionally challenging environments	E
Willingness to be flexible in approach to work and a strong work ethic	D

### Short listing criteria

2 points = significantly / fully meets criteria  
1 point = partially meets criteria but falls short on key aspects  
0 points = does not meet criteria