

Job Description

Job Title:	Administration Assistant
Reports to:	Senior Social Worker
Responsible for:	N/a
Location:	Mansfield (office-based)
Grade:	7
Salary:	£19,641 (pro rata)
Job type:	Permanent
Full/Part Time	Part-time, 30 hours per week, 9:00 am - 5:00 pm, working days to include Monday, Thursday, Friday, and one other weekday to be agreed.

Job Purpose

To provide comprehensive administrative support services to the CISWO team to enable the effective delivery of the charity's Personal Welfare support services, working as part of a team, ensuring the efficient operation of the Regional Office.

Key Responsibilities

- To take detailed referrals from individuals to the charity's personal welfare team, either via telephone/email/website or visits to the office.
- To input data into the organisation's client database
- To prepare documentation to support the personal welfare team in dealing with client enquiries and home visits.
- Direct liaison with personal welfare staff and their clients to ensure our service is well coordinated and delivered to a high standard.
- To respond and process general enquiries from individuals and partner agencies, including other mining charities.
- To handle front-line telephone enquiries and visitors to the office as part of the established administration team.
- To deliver a full range of office skills to a high standard, including producing letters and reports, photocopying, scanning, filing, archiving, and dealing with the incoming and outgoing post.
- Maintain and update the organisation's filing system, including updating of databases and electronic filing systems, alongside hard copy filing.
- Maintain general office systems and support the region with telephone/email messaging and diary updates.
- Assist with other administrative and personal welfare related activities to provide additional support to other areas of the charity's operations when required.

- To cover administration team absences where required and ensure office administrative cover is maintained.
- To attend and participate in staff meetings.
- To assist with taking minutes.
- To participate in changing work practices, as agreed, to ensure effective co-ordination of services and communication.
- Promotion of the service where required.
- To participate in local and national training and development opportunities and to take responsibility for personal learning and development.
- To undertake additional reasonable tasks commensurate with the post.

Skills/Qualifications/Experience

Essential:

- Excellent IT skills including use of databases and Microsoft Packages
- Excellent time management skills and the ability to prioritise work
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organisational skills with the ability to multi-task
- Excellent customer service skills
- General office skills
- Understanding of confidentiality and dealing with sensitive issues
- Good general standard of education to at least GCSE level in maths and English as a minimum.
- Ability to prepare reports, arrange and organise meetings.
- Team working
- Experience of working in a busy office environment

Desirable:

- ECDL
- Qualification in administration to min NVQ level 3
- Experience of working in the charity / social care sector.
- Knowledge of the mining community.

This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work.

This job description may subject to review and/ or amendment at any time to reflect the requirements of the job.