



**Better Lives, Better World**

### **Job Description**

<b>Job Title:</b>	<b>Senior Administrator</b>
<b>Team:</b>	<b>Finance, Operations and Administration Team</b>
<b>Responsible to:</b>	<b>Finance and Operations Director</b>
<b>Responsible for:</b>	<b>Administrators / Reception</b>

#### **1. Job Summary:**

The Senior Administrator oversees a small administration and reception team, ensuring efficient operation of administrative and front of house functions. This role will be responsible for supporting the Finance and Operations Director with routine personnel functions and financial data input.

#### **2. Responsibilities:**

- a) Manage an efficient administrative service, ensuring that the front of house and administration team runs efficiently and effectively.
- b) Manage an effective telephone and reception service to a high standard of customer care.
- c) Maintain, and develop as required, appropriate electronic and paper filing systems.
- d) Supervise and manage the administration and reception team.
- e) Ensure daily hospitality, opening up and closing down tasks are implemented to a high standard.
- f) Coordinate administrative activities to ensure smooth operation of the office, including provision of office and reception rotas.
- g) Maintain personnel records and databases, including updating employee information, tracking leave, and managing timesheets.
- h) Assist in the coordination of recruitment processes, including scheduling interviews and conducting background DBS checks.

- i) Input routine financial data into appropriate systems and data bases, including processing invoices, expenses and banking.
- j) Responsible for the implementation of day to day cash and credit card transaction handling and banking procedures.
- k) Prepare and maintain accurate records and reports related to personnel and financial matters.
- l) Support the Senior Management Team with administrative tasks as needed.
- m) Serve as a point of contact for the public, internal and external stakeholders regarding administrative inquiries.

### **3. Other general duties**

- a) Work within with Skills for People's core values as a disability led organisation.
- b) Attend and participate in team and staff meetings at Skills for People.
- c) Give verbal and written reports, as required.
- d) Monitor and evaluate your work, as required.
- e) Attend relevant external meetings and events to further and to raise awareness of Skills for People's work.
- f) Contribute to the effective management and Skills for People-wide initiatives, as required.
- g) Take part in training, supervision and annual review.
- h) Follow the organisation's policies and procedures.
- i) Do any other reasonable duties, as required.

## Person Specification

This describes the type of person we are looking for. Please refer to this when you write your letter or personal statement of application.

Everyone who works at Skills for People must undergo a DBS check.

<b>Experience, knowledge, skills and personal qualities</b>	<b>Essential (must have)</b>	<b>Desirable (nice to have)</b>
<b>Experience</b>		
1. Proven experience in administrative management, preferably in a non-profit or charitable organisation.	<b>Yes</b>	
2. Working with disadvantaged people, disabled people and/ or people with a learning disability as a paid worker or as a volunteer.		<b>Yes</b>
3. Using financial and / or HR data bases, accurate information input.	<b>Yes</b>	
4. Proficiency in Microsoft Office Suite and experience with database management software.	<b>Yes</b>	
5. HR, line management, staff supervision and development.	<b>Yes</b>	
6. Effective management of work plans and of delegating tasks appropriately.	<b>Yes</b>	
7. Development of effective financial, office and administrative systems.	<b>Yes</b>	
<b>Skills and abilities</b>		
1. Strong organisational and time management skills with a keen attention to detail.	<b>Yes</b>	
2. Good interpersonal skills and enjoy motivating staff to achieve organisational goals.	<b>Yes</b>	

3. Ability to work effectively in a fast-paced environment and prioritise tasks accordingly.	<b>Yes</b>	
4. Able to communicate effectively with people from a wide variety of backgrounds, such as people with a learning disability and family carers.	<b>Yes</b>	
5. Proven experience of working positively to achieve organisational goals through teamwork.	<b>Yes</b>	
6. High level of computer literacy.	<b>Yes</b>	
7. Accurate numeric skills.	<b>Yes</b>	
<b>Knowledge and Qualifications</b>		
1. Recognised qualification in Business Administration, Human Resources, bookkeeping or a related field.		<b>Yes</b>
2. Knowledge of personnel management principles and practices.		<b>Yes</b>
3. Understanding of basic financial processes and procedures.	<b>Yes</b>	
4. Knowledge of the challenges faced by marginalised/disabled people and/or people with a learning disability.		<b>Yes</b>
5. Knowledge of data protection legislation.		<b>Yes</b>
<b>Personal qualities</b>		
1. Demonstrate Skills for People's values.	<b>Yes</b>	
2. Friendly and approachable.	<b>Yes</b>	
3. Well organised and reliable.	<b>Yes</b>	
4. Trustworthy and honest.	<b>Yes</b>	
5. Can meet the travel requirements of the post (by personal or public transport).	<b>Yes</b>	
6. Be able to work evenings and weekends from time to time.	<b>Yes</b>	