



Better Lives, Better World

Job Description

Job Title: Administrator / Receptionist (Keyworker Team)
Team: Finance, Operations and Administration Team
Keyworker Team
Responsible to: Senior Administrator and Senior Keyworker

1. Purpose

The post holder will work within the Administration Team, with special responsibility for providing support to the Keyworker Team, under direction from the Senior Administrator and a Senior Keyworker, to manage all incoming enquiries from professionals and families contacting the service.

The post holder will be responsible for promoting and co-ordinating the bookings for Positive Behaviour Support Workshops.

This role will provide administrative support to the Keyworker team, and co-ordinate a responsive service for parents and professionals requiring support.

The role will also provide wider administration and reception support to the whole organisation.

2. Responsibilities

1. Keyworker

- Screen all incoming referrals and escalate relevant referrals for management oversight and response.
- Contact professional referrers to notify of outcomes and next steps.
- Register parents to the service via telephone, using the CRM system.
- Receive all incoming calls to the service and triage appropriately, transfer calls, or take messages as necessary.
- Manage the service inbox daily.
- Schedule and book Positive Behaviour Support Workshops, both online and in community venues.
- Ensure all service literature is kept up to date and promote the service through agreed channels.

- Attend team meetings, record actions, and distribute minutes.
- Keep all case files up to date and record accurate information in a timely manner.
- Liaise with a range of stakeholders including CCG, Parent Carer Forums, and the Local Authorities.
- Prepare reports, statistics, and case studies as and when required for the Senior Key Worker and Service Manager
- Support the team with the making and posting of welcome packs, service information, visuals, and resources for families.

2. Administration

- a) Word processing letters, notes, reports etc.
- b) Photocopying / filing / scanning documents.
- c) Mail outs.
- d) Creating flyers, brochures, digital content as needed.
- e) Taking notes at meetings as needed.
- f) Maintain and update various databases.
- g) Operate a variety of standard office machines, including computers, photocopiers, printers
- h) Dealing with incoming and outgoing phone calls, post, e-mails.
- i) Making bookings and arrangements, such as taxis and transport, catering, venues, hotels.
- j) Ordering items for the organisation, in compliance with purchasing / supplier policies.
- k) Administration of petty cash.

3. Reception duties

- a) Greeting visitors and being the first point of contact for the organisation.
- b) Dealing with phone calls.
- c) Responding to email enquiries.
- d) Keeping the public area welcoming and tidy and ensuring information displays are up to date and relevant.

4. Hospitality

- a) Preparing rooms for external meetings.
- b) Preparing refreshments for external meetings.
- c) Taking bookings for hiring training rooms.

- d) Helping to maintain a welcoming, pleasant, clean and safe environment at 4 Glendale Terrace.

4. Supporting Staff and Volunteers

- a) Working with other staff to develop and maintain effective administrative systems both electronic and paper based.
- b) Supporting colleagues in their roles including supporting paid staff and volunteers.

5. Reporting and liaising

- a) Keeping appropriate records of work and to input data accurately onto our database, Charity Log. This may include supporting colleagues with data entry.
- b) Give verbal and written reports, as requested by line managers.
- c) Monitor and evaluate your work, as directed by line managers.
- d) Help to prepare printed and digital materials to support and promote the work of Skills for People.
- e) Attend relevant meetings and events to further and to raise awareness of Skills for People's work.

6. Other 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) Contribute to the effective delivery of Skills for People-wide initiatives, as requested.
- d) Take part in training, supervision and annual review.
- e) Follow the organisation's policies and procedures.
- f) 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 have an enhanced DBS check.

	Essential	Desirable
Experience		
1. Working with disadvantaged people, disabled people and/ or people with a learning disability as a paid worker or as a volunteer.	-	yes
2. Designing marketing material / information for sharing on online platform and social media.	yes	-
3. Proficiency in Microsoft Office Suite and experience with database management software.	yes	-
4. Organising meetings or events.	yes	-
5. Using data bases and accurately inputting information.	yes	-
Knowledge		
1. Knowledge of the challenges faced by marginalised people such as disabled people and/or people with a learning disability.	yes	-
2. Knowledge of data protection legislation.	-	yes
Skills and abilities		
1. Communicate effectively with people with a learning disability and with family carers.	yes	-
2. Use a range of IT programmes, devices and media.	yes	-
3. Work positively to achieve organisational goals as part of a team.	yes	-
4. Present information in a variety of ways as appropriate to the situation / audience.	yes	-
5. Planning, prioritising and working on your own initiative.	yes	-

Personal qualities		
1. Demonstrate Skills for People's values.	yes	-
2. Friendly and approachable.	yes	-
3. Well organised and reliable.	yes	-
4. Trustworthy and honest.	yes	-
5. Can meet the travel requirements of the post (by personal or public transport).	yes	-
6. Be able to work evenings and weekends from time to time.	yes	-