

Job title:	Administration Assistant
Responsible to:	Governance and Compliance Manager
Responsible for:	n/a
Hours of Work:	21 hours/week
Location:	Office based work In Leeds
Salary:	£14,687 pro rata (£24,479 FTE)
Staff Benefits	• 27 Days annual Leave • Paid monthly External Supervision • 4% contributing pension • Employee Assistance Programme

The Team

The administration team are the 'core' function of the organisation, providing leadership and management across: business development, operations, finance and administration. The team are key in ensuring a well-supported and high performing workforce and an excellent service to its beneficiaries.

The Job

The administrator supports the Basis Yorkshire Leeds office. The post holder is responsible for providing and maintaining an efficient and professional service user focused administrative support function to the people we support and other stakeholders of Basis Yorkshire, ensuring discretion and confidentiality.

To ensure the smooth running of the office and provide administrative support to the team, enabling them to provide high quality services to women and young people. Provide the first point of contact for enquiries from service users, partners and stakeholders.

Job Description

1. Delivery

- Offer a welcoming environment for everyone in our office, staff and visitors
- Maintain effective and efficient administration procedures across the organisation (i.e. ensure that all office equipment is maintained and suitable for use.)
- Maintain the quarterly rota for volunteers, partners and frontline staff on specific duties
- Assist in maintaining electronic and paper-based systems working within agreed guidelines, including our database.
- To have delegated Health and Safety responsibility, when the first delegate is unavailable.
- Ensure accurate recording of meetings when required and distribute related paperwork to support continual improvement.
- Purchasing items for the office and people we support, supporting with the delivery as well as monitoring stock
- Providing administrative support to frontline staff, including compiling staff rotas.
- Support the team in having a safe and effective working environment.
- Collating sexual health packs for clients including condoms and STI testing kits.
- Processing donations for distribution to clients.
- Setting up mobile phones for clients.
- To support citywide procedures to safeguard children and vulnerable adults.

2. Budget and Finance

- Ensure appropriate controls are adhered to within the scope of the role.
- Support staff to ensure effective use of Basis finance and resources.

3. Communications

- Ensure effective internal and external communications, e.g. answering website enquiries and phone calls.
- Ensuring people receive an excellent response when contacting and visiting the office, including dealing with the Basis info inbox and voice mail messages.

4. General Responsibilities

- Contribute to team meetings and organisational priorities, strategic goals and performance targets.
- Actively engage in regular internal and external supervision to support professional development and reflective practice.
- Prioritise workload within agreed objectives referring to others as appropriate.
- Be flexible within the broad remit of the post.
- Work collaboratively on projects and priorities with your line manager, which may vary from time to time.
- Be proactive in keeping up to date with and generating development relating to your work (including policy updates)
- Abide by organisational policies and practices, and our values
- Support diversity and equality of opportunity in the workplace
- Follow our safeguarding, fire safety and office procedures.

Person Specifications	Essential or Desirable?	Where Evidenced?
EXPERIENCE		
At least one year's experience in an administrative role or customer services role	Essential	
Ability to liaise with individuals, organisations, and service partners at all levels	Essential	
Experience to use diary systems, systems for messaging (eg. What's App)	Essential	
Preparing, writing and typing agendas, minutes, reports, presentations and other documents	Desirable	
Working with databases	Desirable	
Working within the voluntary or community sector	Desirable	
SKILLS AND ABILITIES		
Ability to maintain an efficient, safe and effective office environment and use of administrative systems	Essential	
Diplomacy, including a clear and friendly telephone manner	Essential	
Clear communication skills face to face and on the phone or email	Essential	
Can troubleshoot difficult situations, and deal with such situations calmly, efficiently and effectively	Essential	
Writing skills such as ability to write succinct documents and minutes	Desirable	
IT skills at a level that supports report writing, email, internet use, presentations and data input	Essential	
Self-motivated with ability to work alone but can also work co-operatively and flexibly as part of a team/with partners	Essential	
Ability to stay focused and efficient in the face of changing/competing priorities	Desirable	
Ability to prioritise tasks, work on own initiative, manage own workload and work to deadlines	Desirable	
KNOWLEDGE		
IT skills and use of Microsoft Office software (including Word, Excell and Powerpoint)	Essential	
Use of case management systems and databases	Desirable	
Use of Canva	Desirable	
Web based communications	Desirable	
EDUCATION, TRAINING AND QUALIFICATIONS		
No specific qualification is required, but evidence of recent continuing professional development in a professional area relevant to the post is desirable. This could be for example: customer service, administration, charity work.	Desirable	

PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS		
Awareness of self-care and ability to manage resilience.	Essential	
Excellent team worker	Essential	
Able to work well under pressure	Essential	
Commitment to anti-discriminatory practice and equal opportunities. An ability to apply awareness of equality and diversity issues to all areas of work	Essential	
Able to work in a fast-moving environment with multiple deadlines	Desirable	
Flexible and adaptable	Desirable	

