

Job Title: Administrator (including reception and communication duties)

Post Number: EFT 88

Hours: Full time (37.5 hours per week) all year round.

Salary: £20,319 - £21,189

Holiday: 25 days + bank holidays (f.t.e.)

Pension: Pension scheme available, up to 6% match.

Main purpose of post

This post requires a competent Administrator to assist the Chief Executive and Office Manager in the smooth running of the office, reception and to facilitate the NE Hastings Health and Wellbeing Hub. The role will also involve supporting other Trust projects, fundraising and general administration.

A key player in the team, the successful post holder will require good interpersonal skills to deal with a range of internal and external stakeholders and a demonstrable ability to work effectively under pressure. Experience of working in a busy office is required, as well as reception duties. In addition, administration and data management skills are essential.

Working for the Trust, linking with community centres, schools and partner organisations, the Administrator needs to operate flexibly and demonstrate the ability to remove barriers to facilitate the work of the Trust.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

There will be elements in the role which will follow a routine, but a large percentage of the work will vary according to the needs of staff and organisations. To carry out the above duties in accordance with the Education Futures Trust's policies and procedures; in particular to understand the responsibilities for safeguarding and child protection. The post is subject to an enhanced DBS check.

Our children. Our families. Our community.

Registered Charity Number: 1146171

Company Number: 7852922

Patron: Baroness Stedman Scott OBE

Administrator: Job Description.

Main tasks:

1. Undertake or oversee a wide range of administrative and reception duties in accordance with requirements of the Trust, and maintain confidentiality at all times.
2. Support EFT social media and identified elements of publicity.
3. Manage EFT booking processes; acting as the contact point for interested organisations and individuals.
4. Organise meetings, events and training: arranging catering, preparing and circulating paperwork/materials as required.
5. Manage the administration linked to the Wellbeing Hub, including maintaining the database and liaising with partners and service users to ensure that the project runs effectively and delivers the agreed targets.
6. Collate and maintain statistical information using databases and spreadsheets, tracking children and families as required.
7. Compose and produce letters, documents, briefing reports and presentations in a range of formats.
8. Maintain record keeping and systems; organise and store paperwork, documents and computer-based information.
9. To provide support for the Chief Executive, or responsible manager, including areas of:
 - a. traded services;
 - b. fundraising, including organising and attending fundraising events;
 - c. bid writing;
 - d. projects
10. Undertake reporting to appropriate bodies as a part of the Trust's monitoring and evaluation procedures
11. Support identified Trust projects, in line with need, including liaison with partners and schools.
12. Assist in the collection and distribution of Fare Share foods or other, when required.
13. Undertake other duties considered appropriate by the Chief Executive or authorized manager.

Personal Specification

Candidates applying for this post should be able to meet the following criteria.

Essential criteria:

Personal qualities

The successful candidate will:

1. have excellent communication skills
2. have the ability to develop good relationships with staff, partners and service users
3. demonstrate tact, diplomacy and assertiveness where appropriate
4. understand of the need for confidentiality
5. be well motivated and flexible
6. demonstrate commitment to the promotion of health and wellbeing in the community
7. show a desire to tackle inequalities and bring about change
8. have the ability to cope under pressure
9. have a sense of humour
10. have the ability to work independently and in a team
11. demonstrate on-going involvement in learning and professional development.

Skills and Knowledge

The successful candidate will be able to show evidence of:

1. effective administrative skills
2. being able to effectively prioritise a complex workload
3. organising bookings and meetings
4. understanding of the use and impact of social media
5. managing databases
6. managing efficient record keeping systems
7. producing documents of a high standard, including letters and spread sheets
8. producing accurate and up to date reports
9. responding proactively to unexpected problems and situations
10. knowledge of health and safety processes.

Experience

The successful candidate will have experience of:

1. working in a busy office environment, including answering phones and reception duties

2. undertaking a range of clerical and administrative duties
3. working with partners
4. evaluating data and producing reports
5. undertaking detailed research
6. taking responsibility for projects
7. working with schools
8. the voluntary sector
9. working to agreed policies

Additional requirements

The successful candidate will:

1. be literate and numerate including English and Maths qualifications to GCSE, grade C level (or equivalent)
2. have appropriate professional qualification to level 3
3. have a clean licence, be able to drive and provide own car, or commit to working towards achieving this requirement.