

Job Description

Administrator



Responsible to:	Operations Manager
Location:	Baca office, Loughborough, England. The role requires regular travel in Loughborough.
Hours:	37.5 hours (full time – Monday to Friday)
Salary:	£15,000 - £17,000 p.a.
Contract:	Permanent

Overall Purpose

To provide administrative support to the organisation, ensuring information, supplies and premises are available and at a standard that will release staff and young people to be able to thrive.

Duties Responsibilities:

- Answering the main switchboard phone, and forwarding calls and messages as required.
- Managing the reception area, tidying and ensuring visitor experience is positive, professional, welcoming, friendly and helpful.
- Scanning, filing and general administrative support for all teams and events across the organisation.
- Purchasing supplies for the office and houses.

Support

- Provide administrative support with new arrivals and administration of new arrivals kits.
- Provide administrative support for young people's online and paper filing systems.
- Collating month end reports ready for approval & sending externally.
- Preparation for young people's weekly money distribution and relevant invoice paperwork.
- Reporting information about young people across the teams as required.

Operations/Houses

- Covering houses when needed for house viewings, maintenance works, cleans etc.
- Administering the keys for all properties, including copying and distribution as necessary.
- Provide administrative support for property online and paper filing systems.
- Administering council tax records and ordering parking permits.
- Ensuring all house information boards are up to date.
- Support with room setups and house setups as part of house and room moves.

Operations/Systems

- Provide administrative support for ISO 9001:2015 quality management system.
- Creating fire route plans for office and houses.
- Ensuring lists of external contacts are up to date, in line with GDPR regulations.
- Provide administrative support for tracking fixed assets in the organisation.

Volunteers

- Provide administrative support for volunteer reports, attendances etc.
- Provide administrative support for creating resources as necessary.

HR

- General administration support for HR ensuring all staff and volunteer details, training and qualifications are valid and up to date.
- Provide administrative support for recruitment.

General

- Play an active and supportive role within the organisation.
- Take ownership of files allocated, ensuring they are up to date and stored correctly.
- Maintain strict confidentiality in relation to work undertaken and ensure all confidential material is stored according to Baca's Confidentiality statement and Data Protection Policy.
- Embrace the Vision and Values of Baca and reflect this in working practice.
- Treat all staff and young people fairly and without prejudice, in line with Baca's Equality and Diversity policy
- Be aware of the correct procedures for dealing with any suggested incidences of safeguarding concerns and to follow them, in line with Baca's Child, Vulnerable Adult Protection & Safeguarding Policy.
- Adhere to all Baca's policies and procedures.

Personal Specification

Baca is looking for someone who can support the organisation with the general administration. The successful applicant will be motivated and passionate about the work that Baca does and the young people in our care. They will be very organised and practical, and able to get on with tasks that need doing on the day to day basis, managing a varied and busy workload. They will be very approachable and enjoy working as part of a team and supporting others. The successful applicant will need access to transport as some of the role requires travel between the properties that Baca manage.

The successful applicant will have a personal style that is in line with Baca's vision and values. Someone who is supportive, approachable, responsible, reliable and personable

Qualifications/Knowledge/Experience

- An experienced administrator who has worked for a small/medium organisation
- Strong ability to use computers well, with experience in Microsoft Office and on-line email systems.
- Experience of prioritising workload to meet competing deadlines.
- Advocate of stakeholder care including experience of dealing with a range of stakeholder queries/concerns in a professional manner.

Skills/Abilities

- Excellent personal organization and has a high attention to detail
- Very well organised, able to manage a number of tasks at any one time.
- Can work to deadlines and respond in a flexible way to the changing demands of the role.
- Good interpersonal skills and able to interact well with staff and visitors to the office and other properties.
- Enjoys working under pressure

Other Expectations

- Appointment is subject to a satisfactory Enhanced DBS check
- Have a genuine concern for and commitment to asylum seekers/refugees, young people and UASCs in particular
- Ability and commitment to work at all times within a framework of confidentiality and anti-discriminatory practice
- Commitment to work within the aims, values and ethos of the organisation
- Has access to own transport