

**JOB DESCRIPTION: PROJECT ADMINISTRATOR, BUSINESS SUPPORT TEAM**

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|  | **Post:** | Project Administrator |
|  | **Hours:** | 37 per week |
|  | **Salary:** | £23,048.56 - £26,963.55 (annual increments subject to successful appraisals) |
|  | **Place of Work:** | Bolton, Greater Manchester |
|  | **Reports to:** | Business Support Service Manager |

**Our Vision:**

BACKUP North West believe no young person should experience homelessness. For the young people that do, Backup aims to be an outstanding provider of high quality, holistic housing and support services.

**Overall purpose:**

* To provide comprehensive administrative support to individual BACKUP schemes and offices.
* To provide accurate information in relation to scheme and service user accounts.
* To provide accurate and up-to-date information and updates to young people making applications for accommodation and support from the charity.
* To supportfacilities/buildings management including Health and Safety
* To operate in line with and uphold all BACKUP policies and procedures.

**Works with:**

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| *Externally:* | Local authorities, Department of Work and Pension (DWP) offices, Local Authority Housing Benefit Departments, maintenance contractors appointed by BACKUP, landlords, police and voluntary agencies and young people aged 16-25 years contacting the charity for support and advice and external stakeholders.  |
| *Internally:* | BACKUP colleagues, young people supported by or wanting to be supported by the charity, Service Managers, Senior Managers, colleagues within the Business Support Team, other BACKUP schemes, teams and colleagues. |

**Our Values: Cheerrs !**

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| * *Commitment*
 | * *Honesty*
 | * *Empathy*
 | * *Empowerment*
 |
| * *Respect*
 | * *Resilience*
 | * *Support*
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**Key Responsibilities:**

**Provide secretarial and administrative service to the organisation.**

* Support the Senior Management Team in delivering services, which are accessible and appropriate to the diverse needs of the young people supported by BACKUP.
* Provide cover for the Executive Assistant as needed.
* Support Service Managers in the delivery of services.
* Liaise with agencies and local authority departments on enquiries related to young people, BACKUP schemes and services.
* Produce correspondence, reports and minutes accurately and on time.
* Arrange meetings and keep office and team diaries updated.
* Implement, monitor and review administrative and office systems including risk assessments, customer relations database, records of Gift Aid receipts and payments, etc.
* Compile information in relation to annual, scheme and other reports as requested.
* Carry out electronic and paper based office, personnel, archive, financial and other filing.
* Order and manage stock required for schemes, offices and schemes.
* Support outcomes and contract monitoring e.g. Ofsted, commissioner, funder and other stakeholder returns.

**Provide financial support.**

* Manage and monitor petty cash expenditure.
* Monitor bank account balances.
* Undertake banking duties as required, including withdrawals for petty cash and/or deposits.
* Support schemes with Housing Benefit Claims to enable the charity to maximise income, updating details as and when required.
* Maintain and update rent and licence fee accounts.
* Generate, monitor and ensure payment of invoices issued by schemes and offices.
* Ensure invoices issued to BACKUP are issued for payment.
* Ensure correct nominal coding of all income and expenditure.
* Provide accurate month, quarter and year end statistics.
* Manage and monitor procedures related to the Input of staff timesheets.
* Manage and administer monthly procedures linked to payroll (expenses, timesheets, internal and external returns) in line with deadlines.
* Liaise with the charity’s Management Accountant, Bookkeeper, IT provider, HR provider, Health and Safety provider and insurance provider as required.

**Provide office and reception services.**

* Welcome visitors, deal with enquiries and signposting to colleagues as required.
* Develop effective and professional working relationships internally and externally promoting a positive image of individual schemes and services and of BACKUP.
* Participate in the referral process – manage waiting lists, receive referrals, provide information to young people, schemes and colleagues, arrange interviews and manage all procedures and paperwork associated with the referral process.
* Make sure incoming calls are answered, transferred and dealt with quickly and efficiently, ensuring messages taken as required are passed on to the correct person promptly
* Receive, sort and distribute incoming post and email, dispatching outgoing mail and information requests received.
* Oversee office service contracts.
* Ensure building is adequately cleaned and maintained.
* Complying with Health and Safety requirements.
* Responsible for security of the office.
* Act as in-house IT housekeeper and trouble shooter, ensuring integrity of scheme and office IT security.
* General administrative and office duties as required (e.g. filing, ordering consumables, monitoring fixed assets, completing reception duties in rotation with colleagues, etc.)

**Maintain information systems.**

* Maintain HR records and monitor procedures and processes designed to protect and support staff (DBS applications and renewals, issuing of terms and conditions for staff, monitoring appraisal timetables and meetings, annual salary awards, pension payments, recruitment and selection, etc.)
* Maintain Health and Safety records for all schemes and offices.
* Maintain the records of the young people using BACKUP’s services.
* Maintain scheme and office property records.
* Maintain rent, licence fee and service charge records for all schemes and offices.
* Adhere to confidentiality and requirements around GDPR at all times.

**Be flexible**

* Provide training, support, mentoring and assistance to colleagues as necessary.
* Participate in team meetings, new initiatives and future changes to improve service delivery and identify own training needs with Line Manager.
* Other duties broadly consistent with the job description and level of the post
* Provide cover for members of the team as required.

**Policies & Legislation**

* Adhere to all BACKUP systems, policies and procedures
* Take personal responsibility for the Health, Safety & Welfare of the working environment, escalating issues to responsible person were necessary
* Actively follow Health & safety Policy, procedures and safe systems of work
* Comply with Equality, Inclusion and Diversity policies and regulation.
* Reporting any issues linked to safeguarding vulnerable adults and/or children.
* Upholding safe and efficient working policies and practices, undertake supervision and training.

**Person Specification**

**The following requirements will be assessed by what has been written on the Application Form (only those meeting all of the Essential Requirements will be invited to interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Is this:** |
| **Education / Qualifications** | **Essential ?** | **Desirable ?** |
| Degree or equivalent relevant qualification | A |  | √ |
| Minimum of 2 GCSE qualifications A –C (9 – 4) in Maths and English, or equivalent | A | √ |  |
| Enhanced DBS check | An Enhanced DBS Check is needed for this role - this will be carried out by BACKUP before appointment. |
| **Knowledge / Work Experience / Skills** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Minimum of 1 years’ experience of working in a similar role (full-time equivalent)  | A | √ |  |
| An understanding of the possible housing and support needs of young homeless people | A |  | √ |
| Knowledge of equal opportunities and anti-discriminatory practice | A | √ |  |
| Excellent IT skills, including: |  |  |  |
| * Outlook
 | A & T | √ |  |
| * Word
 | A & T | √ |  |
| * Excel
 | A & T | √ |  |
| * PowerPoint
 | A & T | √ |  |
| Experience of use of Databases (e.g. Xero, SASSHA or similar) | A | √ |  |
| **Personal Skills / Attributes** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Able to work under pressure and to tight deadlines | A | √ |  |
| Able to prioritise | A | √ |  |
| Reacts to changes well, inclined to respond quickly and resourcefully | A | √ |  |
| Excellent written and verbal communication skills | A | √ |  |
| Ability to mediate and diffuse challenging situations | A | √ |  |
| Willing to participate in in-service training and attend meetings outside normal working hours. | A | √ |  |
| Commitment to the charity ethos and its values. This includes being willing to promote the charitable activities (fundraising and promotional opportunities.) | A |  |  |

**Person Specification**

**The following requirements will be assessed at interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Is this:** |
| **Knowledge / Work Experience / Skills** | **Essential ?** | **Desirable ?** |
| Knowledge of health & safety issues at work | I | √ |  |
| Experience of developing and / or maintaining effective reporting systems and administrative processes | I | √ |  |
| Effective team player | I | √ |  |
| Ability to work on own initiative | I | √ |  |
| Effective time management | I | √ |  |
| **Personal Skills / Attributes** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Demonstrate high levels of integrity, can do attitude & practical approach | I | √ |  |
| Strong concern with and focus on accuracy and attention to detail | I | √ |  |
| Enthusiastic, caring & non- judgemental approach | I | √ |  |
| Personable, sociable and able to work with a wide range of people and put them at ease (i.e. members of the public, internal and external colleagues and young people who visit BACKUP) | I | √ |  |
| Commitment to the charity ethos and its values. This includes being willing to promote the charitable activities (fundraising and promotional opportunities.) | I | √ |  |

**Person Specification**

**The following requirements will be assessed by practical tests on the day of the interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Is this:** |
| **Knowledge / Work Experience / Skills** | **Essential ?** | **Desirable ?** |
| Excellent IT Skills incl. Outlook, Word, PowerPoint, Excel & Access & Use of SASSHA rent, referral, resident & property database | T | √ |  |
| Numeracy skills | T | √ |  |
| Strong organisational and planning skills, able to prioritise | T | √ |  |
| **Personal Skills / Attributes** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Able to make decisions | I & T | √ |  |

Review

The details contained in this Job Description reflect the content of the job at the time it was prepared. However, it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the Trustee Board will expect to revise this Job Description from time to time and will consult with the post holder at the appropriate time.

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| Name: |  | Signed: |  | Date: |  |