

## **JOB DESCRIPTION ADMINISTRATOR**

<b>Accountable to:</b>	Office Manager
<b>Location:</b>	Shared Lives plus Offices, Liverpool
<b>Salary:</b>	£17,167
<b>Hours:</b>	28 per week (to include Monday and Friday)

### **Job Objectives:**

**To assist with the charity's general administrative processes and systems.**

### **Main Duties and Responsibilities**

#### **Assist with day to day operations of the HR functions and duties**

- Provide clerical and administrative support to Human Resources
- Compile and update employee records (hard and soft copies)
- Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, performance evaluations)
- Assist with production of job application packs
- Scheduling job interviews
- Ensuring reference checks are completed
- Performing file audits to ensure all required employee documentation is up to date

#### **Assist with the quality of the general service to the membership to include:**

- Ensuring membership applications are efficiently processed
- Ensuring all membership information is dealt with in line with current Data Protection legislation and regulations
- Ensuring that information on CRM is accurate and that members information is maintained and updated
- Updating scheme members contact details
- Ensuring enquiries are responded to promptly and effectively, signposting insurance and any other enquiries
- Producing insurance schedules and sending to members
- To undertake membership mail-outs.
- Supporting the communications lead to produce membership-related material and forms which meet the needs of members and the data gathering and protection needs of the organisation

## **Assist with financial processes**

- Process incoming payments via card machine
- Recording card payment details manually.
- Supporting Finance Director by providing payment information
- Maintain purchase order number system
- Matching invoices to statement and purchase order numbers to invoices.
- Assisting with the expenses approval procedure
- Reconciling expense claims with receipts

## **Assist with Conference Administration**

- Assist the Office Manager with organisation of annual/regional conferences
- Issue joining instructions
- Work with administration team to ensure delegate packs and registration documentation are developed and available
- Prepare name badges
- Provide a registration facility on the day.
- Overnight stay may be required

## **Organising meetings/events including booking venues**

- Booking venues
- Taking minutes

## **Working Practices**

- To be involved in continuous self-development and training including active engagement with supervision and performance reviews.
- To attend team meetings when required
- To work in a way which meets the requirements of Equal Opportunities and anti-discriminatory practice.
- To operate at all times in a way that is consistent with Shared Lives Plus legal responsibilities including health and safety legislation and guidance.

## **Other Duties**

- To provide general admin support to the Shared Lives Plus Team
- Such other duties as may reasonably be required by the charity.



<b>Criteria</b>	<b>Essential</b>	<b>How identified.</b>
<b>Knowledge</b>	Good working knowledge of online technology.	AF, I
	Good working knowledge of MS Word, Excel and Outlook	AF, I, T
	Be able to work on own initiative and as part of a team	AF, I
<b>Attitudes</b>	Demonstrable commitment to working in ways which promote equality of opportunity.	AF, I
	Highly self-motivated	AF, I
	Good team player	AF, I
<b>Practical</b>	Ability to work the hours dictated by the needs and demands of the job	AF
	Able to travel as and when required by the job.	AF

**Key: AF: Application Form I: Interview R: References T: Task**

**Please note that, when shortlisting applicants, we consider the extent to which applicants demonstrate in their application form that they meet the essential criteria and requirements for the post.**