

# ***Communities Administrator***

## **Job Description**

**Line Manager: Communities Coordinator**

Having regard to the nature and context of the work, there is a genuine occupational requirement permitted under the Equality Act 2010 that this post is only available to women.

### **The Role**

---

PACT currently has two community projects, Alana House women's community project and Bounce Back 4 Kids. Alana House is a women specific support project supporting vulnerable women with complex needs and those at risk of offending to help them make changes in their lives and Bounce Back 4 Kids is a support programme for children and families affected by domestic abuse.

PACT's communities work aims to empower beneficiaries to take control of their lives by identifying the underlying issues related to their problems and facilitating a positive plan of approach to address these issues and work towards improving personal circumstances and outcomes.

The communities administrator will provide administrative support for the communities team, which will include inputting data to the Lamplight database, planning and running the service delivery diary, ordering resources and stock for the service delivery, office duties, answering the phone and door buzzer, arranging meetings and minute taking.

The communities administrator is accountable directly to the communities coordinator and indirectly to the communities manager. The communities administrator will provide regular face to face progress and performance meetings.

### **Key Tasks**

---

<input type="checkbox"/>	Inputting data to the Lamplight database system and BB4K database as required
<input type="checkbox"/>	Planning and running the service delivery diary and activity programme with the communities team
<input type="checkbox"/>	General office duties, including: ordering resources and stock for the service delivery; answering the phone and door buzzer; arranging meetings and minute taking; managing the meeting room diary
<input type="checkbox"/>	Supporting the communities team with administrative requirements, working closely with the communities coordinator, wider communities team and volunteers to ensure a coordinated approach to the service delivery
	Provide administrative input and support for the peer mentoring service provision
<input type="checkbox"/>	Maintain customer confidentiality and protect operations by keeping information confidential

O	Maintain operations by following policies and procedures; reporting changes needed
O	Archiving service user paperwork
O	Provide cover for answering the telephone as required
O	To attend regular team meetings
O	To take minutes and circulate papers when required
O	To keep up to date with wider issues affecting vulnerable clients
O	To maintain detailed records as required and to operate within PACT's policies, procedures and guidelines
O	Receiving the incoming referrals and logging them onto the system, chasing outstanding information as required
O	Support administration volunteers to meet administration needs of the community team

#### **Additional Duties**

O	Undertake any other duties deemed commensurate with this post as directed by the line manager
O	Take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work
O	To safeguard and protect vulnerable adults and children in accordance with PACT's policies and procedures at all times

#### **Person specification**

##### **Essential Attributes**

O	To be resourceful and creative in solving problems
O	Good communication skills – good written and verbal English essential. Any other languages advantageous
O	Thorough knowledge of Microsoft windows including Outlook, Excel and Word, knowledge of the Lamplight database an advantage
O	Ability to work in a team environment and independently when required
O	Enhanced DBS check

<b>Desirable Attributes</b>	
O	Experience of administration in a social care team
O	Previous database and/or data capture administration experience in a team setting
O	Excellent skills in creating and formulating spreadsheets
O	Commitment to continuous personal development

<b>Skills &amp; Abilities</b>	
O	A quicker learner who is able to understand and practically use a new system quickly
O	Ability to type fast and accurately
O	Ability to work on own initiative and as part of a team
O	Ability to prioritise/manage own workload
O	Ability to work to prescribed quality standards
O	Advanced computer literacy skills including Word, Excel, PowerPoint, Outlook, MS Access database applications and internet
O	Excellent communication and interpersonal skills
O	Excellent organisational skills
O	Effective time management skills
O	Ability to work to deadlines
O	Ability to respond to variety and challenge, with an open mind, flexibility and versatility
O	Ability to cope with pressure at times and demonstrate empathy with vulnerable people