Senior Administrator Job description

Post Full-time

Accountable to Chief Operating Office/ Service Delivery and Standards Manager

Employing Authority Age UK Sheffield

Salary **£23,765** per annum + pension

Office base Eyre Street – travel may occasionally be required to other sites

Purpose of role

This is a varied role that has supervisory responsibility for an administrative assistant and a first point of contact role and is responsible for delegating and coordinating work to ensure efficient and effective administrative support is provided in accordance with the needs of our expanding organisation. The role will be office based however will be the central point for administration across sites in the community.

Line management

1. This post has supervisory responsibility for an administrative assistant and a first point of contact administrator. Responsibility for ensuring cover is planned and work coordinated to enable continuation of essential functions during time of absence
2. Organise and support volunteer and work placements to provide additional office and administration support

Quality Standards

3. Assist the senior management team in preparing for, and undertaking external quality and review and accreditation processes including CHAS, ISO9001, IAQP, Charity Standards and CCG Information toolkit – this will involve the recording and collation of supporting documents in a systematic way throughout the year
4. Compile and collate accurate and up to date logs for incidents, accidents, safeguarding, complaints and compliments adhering to confidentiality and GDPR and undertaking any necessary follow up action as directed by management team
5. Support with collation of monthly, quarterly and annual funders reports and case studies
6. Assist the senior management team in maintaining a policy and procedure review schedule and flagging when policies require updates

Office management

7. Oversight of the day-to-day management and running of the office, ensuring goods and services are procured from suppliers in a cost-effective manner and following a best value review.

8. Oversight of PAT testing, health and safety checks and audits, DSE assessments across sites and in liaison with the management team ensuring that Age UK Sheffield complies with health and safety legislation
9. Coordinate building maintenance and repairs across sites liaising with the landlord as necessary.
10. Maintain an up to date inventory of all Age UK Sheffield's property and equipment, keeping and following a maintenance schedule.

HR and Finance support

11. Support with moving from Simply Personnel to Actus HR system, ensuring staff are trained in its use and the system is used and kept up to date with staff details, training records and absence information
12. Manage the implementation and monitoring of HR processes including recruitment and selection, employment contracts and variations, starters and leavers, employment checks including DBS, induction, mandatory/ other training, probationary period review, performance and appraisals, flexible working requests and coordinating performance improvement, restructures and disciplinary matters.
13. To assist and support the organisations recruitment by advertising vacancies and fulfilling administration duties around on boarding such as preparing offer letters and contracts sending out reference requests, arranging email addresses, ne starter equipment etc.
14. Work with the Casework Finance Manager and team to ensure the standard operating procedures are followed in relation to purchasing and invoicing
15. Work with the Casework Finance Manager and team to ensure payroll related administration procedures are followed and accurate information is provided

Administration Support

16. Organising and Minuting meetings and producing timely accurate minutes and actions, this will include trustee board meetings, HR, Health and Safety and operational meetings
17. Day to day administration of Hillsborough venue bookings, raising invoices etc
18. Support with Membership data administration
19. Responsibility for administering People Keeping Well £500 activity grants scheme

General

20. Ensure various shared email boxes are checked and responded to in a timely way.
21. Ensure incoming and outgoing post is processed appropriately and in accordance with office procedures

22. Manage physical environment ensuring office and work spaces are clean and tidy and health and safety compliant and that rooms are set up for management team as required

23. Respond to day to day administration queries and report areas of concern to management team in a timely way

24. Organise and ensure necessary support is provided at events for example AGM

25. Any other appropriate duties required by senior management team members, in support of their work and objectives.

June 22