

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Support Services Administrator
<b>JOB PURPOSE:</b>	To administer a variety of functions within support services
<b>ACCOUNTABLE TO:</b>	Primary Line Manager: Chief Operating Officer Secondary Manager: Wellbeing Services & Office Support Manager (WOS Manager)
<b>RESPONSIBLE FOR:</b>	This post does not carry line management responsibilities
<b>LOCATION:</b>	Taunton
<b>TRAVEL:</b>	The nature of the job will not normally require travel around Somerset or North Somerset. If it is required, then it is the post holder's responsibility to provide a roadworthy vehicle. Travel expenses are paid at an appropriate rate.

***PLEASE NOTE: This Job Description may be changed at any time with the agreement of the post holder to meet changed circumstances.***

### MAIN DUTIES:

- Provision of an accurate and efficient administrative service for the Support Services function, working closely with and in support of the Coordinator:
  - **Personnel (employees and volunteer trustees) -**
    - Progressing the recruitment process
    - Ensuring a compliant and timely joiners/leavers process with appropriate access to systems and the office as required
    - Monitoring new joiners' completion of induction training
    - Providing employees with an introduction to systems and basic IT functions including; email signatures, devices and printers (with continued low-level support in troubleshooting known/basic issues)
    - Administration of training records, maintaining mandatory training schedules, training promotion and assisting with training arrangements as required
    - Monitoring compliance with required personnel records process (eg staff driving ID and forms, conflicts of interests, trustee declarations)

- **Governance –**
  - Assisting with data governance compliance, eg ensuring Support Services records are managed according to the data retention schedule
  - Providing support to the wider team around data protection procedures (eg subject access request and data breach)
  - Assisting the Support Services Coordinator in the production of board reports
- **Health & Safety –**
  - Monitoring the risk assessment review schedule to ensure compliance
  - First aid box checks
  - Arranging P.A.T. testing
  - Act as Fire Marshal and/or Emergency First Aider where trained to do so
- **Quality –**
  - Information gathering and support with maintaining organisational standards and accreditations as required
  - Compiling and maintaining procedures
  - Assisting with complaints as required
- **Office & Systems -**
  - Assisting with the general administration and efficient running of our Taunton office, systems, equipment and supplies
  - Assisting with the general update and relevance of the intranet
  - Using e-signing and assisting the wider team to use the facility, as guided by the Support Services Coordinator
  - Providing support on records management and reporting in relation to systems and equipment
  - Assisting to resolve equipment breakdowns and maintenance, in conjunction with our network & equipment providers as & when required
  - Maintain accurate, efficient and timely records on databases and spreadsheets within office systems such as Sharepoint, the H.R.I.S. and related portals

## **QUALITY:**

- Produce all documentation to the professional format and standard required by the organisation
- Ensure all requested tasks are delivered on time
- Maintain an efficient filing and archiving system, and ensuring compliance with data retention controls

## **COMMUNICATIONS:**

- Maintain effective communications within the team
- Provide support to Managers and other staff

- Communicate efficiently and effectively with all colleagues, volunteers and members of the public
- Create content for the organisation's intranet for staff communications

### **FINANCE:**

- Work within any allocated budget, as required and supported by your line manager
- Maintain accurate and up to date records of expenses incurred in carrying out this role and present valid records of expenses, with receipts as necessary, on a monthly basis

### **RELATIONSHIPS**

- Work closely with the Chief Operating Officer and Support Services Coordinator
- Maintain communications with the WOS Manager on relevant issues relating to IT
- Build and maintain good relationships with the wider team
- Foster and maintain good working relationships with relevant authorities, voluntary organisations and other key agencies
- Work with due regard to disability awareness and equality of opportunity

### **GENERAL**

- Comply with the Statement of Responsibilities, as set out in the organisation's Health & Safety Policy
- Comply with the Data Protection Policy and Guidelines for staff and volunteers
- Keep up to date with current trends of service provision, current practice and matters concerning older people by reading, attending courses and conferences etc
- Represent the organisation at meetings, conferences and events where appropriate
- Work alongside colleagues to ensure full compliance with quality standards
- Undertake any other duties as requested by and agreed with your line manager

### **EQUAL OPPORTUNITY**

- Age UK Somerset is committed to work towards equality of opportunity. The post holder will be expected to work within this context

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# PERSON SPECIFICATION

## Support Services Administrator

### EDUCATION/TRAINING

#### **Essential:**

- Good standard of education

#### **Desirable:**

- Evidence of self-directed learning in technology or Certificate in Computing/Information Technology

### KNOWLEDGE/EXPERIENCE

#### **Essential:**

- Strong experience of working in an office administration environment
- Excellent working knowledge of MS Office
- A clear understanding of the principles of data protection, cybersecurity and safe IT practices with an ability to demonstrate integrity and discretion when handling sensitive information

#### **Desirable:**

- Previous experience in an Office Services or similar support role, with a primary understanding of office systems and IT infrastructure
- Previous experience of at least one of the support service elements, or within a compliance role
- Previous experience of an HRIS or other customer relationship management database

### SKILLS AND ABILITIES

#### **Essential:**

- Excellent organisation skills with the ability to prioritise tasks and operate effectively in a multi-focus role
- Excellent interpersonal and 'soft' skills
- Confident in dealing with people
- Effective communication skills to disseminate information (verbal and written)
- Ability to respond appropriately to requests from operational staff
- Ability to accurately gather, analyse, interpret and record information

- Ability to work independently and as part of a team, using initiative and taking responsibility whilst seeking support where appropriate
- Proficient in MS Office with accurate keyboard skills and attention to detail
- Demonstrates a natural aptitude for understanding and using technology effectively

**Desirable:**

- Able to quickly learn and adapt to new digital tools, platforms and office systems
- Able to troubleshoot basic, common technical issues independently and as part of a team
- Effectively communicate technical information to non-technical users

**GENERAL**

**Essential:**

- A Commitment to Age UK Somerset's charitable aims and core values
- A flexible and positive approach
- A commitment to continuous improvement
- A commitment to provide an excellent service
- Empathy with the needs of older people
- Access to a reliable, effective broadband internet connection and reasonable workstation if working remotely at home under any hybrid working arrangement

**Desirable:**

- A current driving licence and access to a motor vehicle with business insurance