

Candidate Information Pack

Post Title:	Administrator
Term:	Permanent
Hours:	37.5 hours per week
Reports to:	Business Support Manager
Responsible for:	None

SoLO is a welcoming, friendly and inclusive charity whose members enjoy fun and developing activities in a secure and caring environment, which is reflected in our values and ethos. Our values are central to all of our work with members, their families and others. Care and safety of all members of SoLO is paramount.

The organisation are pleased to be able to appoint an enthusiastic and committed Administrator to join the team.

We need an innovative and inspirational person who is a team player and liaise across the organisation supporting staff and its members with Learning Disabilities.

SoLO offers:

- A great environment for children and adults with a learning disability with a strong community ethos
- A working environment where staff are valued and treated with respect
- Hard working, dedicated staff who strive to gain the best outcomes for all of our members
- Incredible members who love coming to our activities and services and are encouraged to learn the skills they will need for life in the community
- An enthusiastic and supportive SoLO Team who put the interests of the members first and are committed to the continual improvement of the organisation

All appointments will be subject to a satisfactory enhanced DBS check.

Applications are invited from prospective candidates who are able to demonstrate that they are able to meet the essential criteria set out in the person specification and who have the vision, values and tenacity to join an outstanding team and help continue the journey towards excellence.

Job Description

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Role Reports to: Business Support Manager
Responsible for: None

Role Purpose

To ensure that SoLO provides quality services that meets the needs of people with learning disabilities and carers, by providing administrative support to operational departments and services.

Duties and Responsibilities

1. Provide general administrative support to the Operations Team.
2. Assist in the provision of efficient, effective, and responsive administrative support to aid recruitment of high-quality staff and volunteers.
3. Enter data as required and ensure records maintained are up to date
4. Ensure that all necessary materials and equipment for office and service use available as required.
5. Assist in ensuring that IT systems and processes are working appropriately.
6. Lead responsibility for the meeting room management (bookings, equipment, layout).
7. Lead responsibility for answering phone calls.
8. Keep up to date with all aspects of SoLO's activities.
9. Ensure that all interactions on behalf of the organisation are courteous, professional, and welcoming via telephone, face – face or written communication.
10. Support meetings as required (e.g. note-taking, circulations of notes).
11. Adhere to SoLO's policies
12. Undertake other duties as required by Line Manager

Person Specification

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Assessment Method: A=Application, I= Interview, R= Reference

E= Essential, D=Desirable

Qualifications		
	A, I, R	E/D
Business Administration Level 2/3	A, I, R	E
Experience		
	A, I, R	E/D
Experience of high-quality Customer Service	A, I, R	E
Experience of using CRM database / Excel.	A, I, R	E
Experience of Microsoft Office and other IT packages	A, I, R	E
Knowledge, Skills and Abilities		
	A, I, R	E/D
Understanding of the needs of people with a learning disability and associated conditions and be person centred	A, I	E
Ability to record information and accurate and timely manner.	A, I, R	D
Ability to work as part of a team with effective communication	A, I, R	E
Ability to prioritise workload and work under pressure	A, I	E
Ability to think on your feet and use initiative.	A, I	E
To work as part of a team with enthusiasm and positive attitude	A, I	E
Understanding of Confidentiality and GDPR	A, I	E