

Role Profile

Title	Administrator – Fixed Term
Reporting to	Head of People
Job Purpose	To provide administrative support, ensuring maximum efficiency is achieved in terms of time management, use of resources, and delivery of a professional and accurate service.

Key Responsibilities	
Organisation	<ul style="list-style-type: none"> • Able to maintain accurate records and electronic filing systems, and provides information promptly when required • Able to handle sensitive and confidential information and work at all times with discretion • Works with colleagues to maximise efficiency • Communicates clearly and concisely wherever possible via email, telephone and correspondence • Is able to work to deadlines set to achieve goals & targets • Recognises own limitations and is able to seek advice & support
Administration	<ul style="list-style-type: none"> • Able to carry out a range of administrative tasks • Confident user of digital systems and office software • Able to produce documents and reports to a professional standard • Able to maintain databases, digital systems and spreadsheets to report on organisational performance • Able to present statistical information clearly using tables and charts
Recruitment	<ul style="list-style-type: none"> • Assists with recruitment advertising to include website updating and uploading of advert to a variety of advertising platforms • Supports the interview process to include interview set up, confirmation of appointments and scheduling of video conferencing calls • Produces accurate recruitment correspondence and documentation efficiently and effectively. Able to adapt template documents as required • Undertakes all necessary pre-employment checks including, DBS clearance, references and medical questionnaire follow-ups and ensures these are documented on the recruitment checklist and collated in an electronic personnel file
Digital transformation	<ul style="list-style-type: none"> • Supports with the implementation of digital systems to include data input and development of processes • Supports our vision of paperless office in using a range of digital solutions to produce and maintain electronic records

General	<ul style="list-style-type: none"> • Promotes the organisation's values and attitudes through personal conduct • Complies with the Avalon Group's Safeguarding policies and procedures and with National Guidance • Complies with the Avalon Group's code of conduct • Works within and promotes policies in relation to equality, diversity and inclusion • Works flexibly in the hours dictated by the requirements of the service • Attends any training or development requirements identified through support and supervision or Personal Development Record
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<p>Our Values</p> <ul style="list-style-type: none"> • We are kind and respectful to everyone • We are honest and trustworthy • We are always learning and developing • We are inclusive; everyone has a voice • We work in partnership with our communities
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Core Competencies	
Communicate well (Respect, Integrity, Working Together, Quality)	<ul style="list-style-type: none"> ▪ Listens to others ▪ Asks relevant & pertinent questions ▪ Communicates in a clear & concise way ▪ Effectively uses a range of communication tools & techniques ▪ Keeps accurate, objective & clear records
A positive & practical approach to work (Integrity, Quality, Learning and Reflection)	<ul style="list-style-type: none"> ▪ Tackles things in a direct & orderly manner ▪ Can be depended upon to get things right ▪ Able to prioritise tasks & manage workload ▪ Reliable under pressure
Work well with other people (Respect, Integrity, Working Together)	<ul style="list-style-type: none"> ▪ Earns the respect of others ▪ Shows respect for the views & actions of others ▪ Builds & maintains mutually beneficial relationships ▪ Motivates self & others ▪ Facilitate customer participation ▪ Promote inclusion ▪ Drive customer engagement
Able to respond to & solve problems (Integrity, Quality, Working Together, Learning & Reflection)	<ul style="list-style-type: none"> ▪ Plans ahead ▪ Tackles issues voluntarily & positively ▪ Able to identify the cause & not just the symptoms of problems ▪ Able to anticipate problems & develop solutions in advance ▪ Solves problems in a calm, direct & organised manner ▪ Helps other people with problems
Able to innovate & have new ideas (Integrity, Working Together, Quality, Learning & Reflection)	<ul style="list-style-type: none"> ▪ Full of ideas which provide fresh insight & broader perspectives ▪ Responds positively to change ▪ Self- motivated

Person Specification

Post Title	Administrator – Fixed Term	
	Essential	Desirable
Qualifications		
Literacy and numeracy skills to Level 2	✓	
NVQ Level 3 in Business Administration or equivalent, or by experience		✓
Knowledge and understanding		
Extensive working knowledge of Microsoft Office suite to include Word, Excel, PowerPoint and Outlook	✓	
Experience		
Experience of using digital systems to input, extract and analyse information	✓	
Excellent organisational skills and the ability to prioritise tasks and achieve deadlines	✓	
Competent at producing accurate written information with a good attention to detail	✓	
Worked as part of a HR or recruitment team with a working knowledge of related administration tasks		✓
Understanding of the charity/ social care sector		✓
Competencies & Behaviours		
Confident in engaging and interacting with a diverse range of people	✓	
Ability to communicate effectively at all levels both orally and in writing	✓	
Proficient IT User	✓	
Personal Attributes		
Commitment to Avalon Group's vision, mission and values.	✓	
Ability to take ownership of assigned tasks and work without close supervision	✓	
Have an approachable and professional manner and the ability to deal with sensitive information and confidential records discreetly and sensitively	✓	
Assertive and confident with the ability to initiate action when required	✓	