

Role Profile

Title	ADMINISTRATOR
Reporting to	Locality Manager
Job Purpose	To provide administrative support to members of the office team, ensuring maximum efficiency is achieved in terms of time management, use of resources, and delivery of a professional and accurate service. To undertake telephone and reception duties.

Role Specific Competencies	
Organisation	<ul style="list-style-type: none"> • Comfortable responding to all internal and external enquiries, as appropriate. • Able to maintain accurate records and filing systems both manual and electronic, and provides information promptly when required • Able to handle sensitive and confidential information and work at all times with discretion. • Able to effectively identify and challenge where discrepancies arise • Works with colleagues to maximise efficiency • 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 • Proficient user of Microsoft Office applications • Able to produce documents and reports to a professional standard • Can take minutes in meetings which are accurate, clear & concise • Able to maintain databases and spreadsheets to report on organisational performance.
Reception duties	<ul style="list-style-type: none"> • Uses knowledge of customer relations to inform own practice when answering telephone calls and greeting visitors • Uses knowledge of the organisation to give clear answers to our external customers • Is able to recognise and emulate good practice • Deals with customers and the general public face-to-face in a way that projects the organisations ethics and values
Performance Management	<ul style="list-style-type: none"> • Able to collect, analyse and report performance and statistical data • Competent in reporting performance information in a variety of ways, appropriate to the audience
Customer Support	<ul style="list-style-type: none"> • Ensures customers are safeguarded from abuse and reports all accidents, incidents and safeguarding issues in accordance with policies and procedures • Ensures customers' needs, wishes and views are respected

Personal Attributes	<ul style="list-style-type: none"> • Is approachable and supportive • Strong collaborative and teamwork effort • Able to manage multiple workflows from more than one source and achieve deadlines • Able to maintain satisfactory levels of work throughput across all areas of responsibility • Able to produce work of a consistently high standard, to include grammar and accuracy • Is self motivated and able to use own initiative • Able to communicate confidently with a range of people both internal and external to the organisation
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Core Competencies	
Communicate well	<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
Have a positive & practical approach to work	<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	<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
Able to respond to & solve problems	<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	<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	
	Essential	Desirable
Qualification		
Literacy and numeracy skills to Level 2	✓	
NVQ Level 3 in Business Administration or equivalent, or by experience		✓
Experience		
Prior work in a professional / administrative capacity	✓	
Experience of dealing with confidential and sensitive issues		✓
Previous experience of reception duties		✓
Knowledge and Understanding		
Extensive working knowledge of Microsoft office suite to include Word, Excel, PowerPoint and Outlook	✓	
Skills		
Accurate, clear and concise minute taking	✓	
Ability to prioritise workload to meet deadlines and manage expectations	✓	
Ability to liaise and communicate effectively with a range of people	✓	
Attention to detail, with particular reference to grammar and accuracy	✓	
Ability to maintain discretion and confidentiality	✓	
Personal Attributes		
Self motivated	✓	
Commitment to the values of Avalon	✓	
Assertive and confident with the ability to initiate action when required	✓	