

# Role Profile

<b>Title</b>	<b>Service Administrator</b>
<b>Reporting to</b>	<b>Director of Operations</b>
<b>Job Purpose</b>	To provide administrative support (including telephones), ensuring maximum efficiency is achieved in terms of time management, use of resources, and delivery of a professional and accurate service.

<b>Key Responsibilities</b>	
Organisation	<ul style="list-style-type: none"> <li>To deal with telephone calls, correspondence and direct contacts in an appropriate and professional manner, using judgement and discretion where necessary and referring complex matters to relevant senior members of staff</li> <li>Maintain accurate records and electronic filing systems, and provide information promptly when required</li> <li>Handle sensitive and confidential information and work at all times with discretion</li> <li>Work collaboratively with colleagues to maximise efficiency</li> <li>Communicate clearly and concisely</li> <li>Work to deadlines to achieve goals &amp; targets</li> </ul>
Administration	<ul style="list-style-type: none"> <li>Confident user of digital systems and Microsoft office</li> <li>Produce documents and reports to a professional standard</li> </ul>
Digital transformation	<ul style="list-style-type: none"> <li>Supports with the implementation of digital systems to include data input and development of processes</li> <li>Supports our vision of paperless office in using a range of digital solutions to produce and maintain electronic records</li> </ul>
General	<ul style="list-style-type: none"> <li>Promotes the organisation's values and attitudes through personal conduct</li> <li>Complies with the Avalon Group's Safeguarding policies and procedures and with National Guidance</li> <li>Complies with the Avalon Group's code of conduct</li> <li>Works within and promotes policies in relation to equality, diversity and inclusion</li> <li>Works flexibly in the hours dictated by the requirements of the service</li> <li>Attends any training or development requirements identified through support and supervision or Personal Development Record</li> </ul>

<b>Our Values</b> <ul style="list-style-type: none"> <li>We are kind and respectful to everyone</li> <li>We are honest and trustworthy</li> <li>We are always learning and developing</li> <li>We are inclusive; everyone has a voice</li> <li>We work in partnership with our communities</li> </ul>
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Core Competencies	
<p>Communicate well (Kind and respectful, Honest and trustworthy, Inclusive, Work in partnership)</p>	<ul style="list-style-type: none"> <li>▪ Active listener; asks relevant &amp; pertinent questions</li> <li>▪ Communicates in a clear &amp; concise way</li> <li>▪ Effectively uses a range of communication tools &amp; techniques</li> <li>▪ Keeps accurate, objective &amp; clear records</li> </ul>
<p>A positive &amp; practical approach to work (Kind and respectful, Honest and trustworthy, Learning and developing)</p>	<ul style="list-style-type: none"> <li>▪ Tackles things in a direct &amp; orderly manner</li> <li>▪ Can be depended upon to get things right</li> <li>▪ Able to prioritise tasks &amp; manage workload</li> <li>▪ Reliable under pressure</li> </ul>
<p>Work well with other people (Kind and respectful, Honest and trustworthy, Inclusive, Work in partnership)</p>	<ul style="list-style-type: none"> <li>▪ Earns the respect of others</li> <li>▪ Shows respect for the views &amp; actions of others</li> <li>▪ Builds &amp; maintains mutually beneficial relationships</li> <li>▪ Motivates self &amp; other</li> </ul>
<p>Able to respond to &amp; solve problems (Kind and respectful, Honest and trustworthy, Inclusive, Work in partnership, Learning and developing)</p>	<ul style="list-style-type: none"> <li>▪ Well organised, tackles issues proactively</li> <li>▪ Able to anticipate problems &amp; develop solutions in advance</li> <li>▪ Solves problems in a calm, direct &amp; organised manner</li> <li>▪ Helps others with problems</li> </ul>
<p>Able to innovate &amp; have new ideas (Kind and respectful, Honest and trustworthy, Inclusive, Work in partnership, Learning and developing)</p>	<ul style="list-style-type: none"> <li>▪ Full of ideas which provide fresh insight &amp; broader perspectives</li> <li>▪ Responds positively to change</li> </ul>

# Person Specification

Post Title	Service Administrator
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	Essential	Desirable
<b>Qualifications</b>		
Literacy and numeracy skills to Level 2	✓	
NVQ Level 3 in Business Administration or equivalent, or by experience		✓
<b>Knowledge and understanding</b>		
Extensive working knowledge of Microsoft 365 suite to include Teams, Word, Excel, PowerPoint and Outlook	✓	
<b>Experience</b>		
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	✓	
Understanding of the charity/ social care sector		✓
<b>Competencies &amp; Behaviours</b>		
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	✓	
<b>Personal Attributes</b>		
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	✓	