

Role Profile

Title	Service Administrator
Reporting to	Director of Finance and Corporate Services
Job Purpose	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.

Key Responsibilities	
Organisation	<ul style="list-style-type: none"> 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 Maintain accurate records and electronic filing systems, and provide information promptly when required Handle sensitive and confidential information and work at all times with discretion Work collaboratively with colleagues to maximise efficiency Communicate clearly and concisely Work to deadlines to achieve goals & targets
Administration	<ul style="list-style-type: none"> Confident user of digital systems and Microsoft office Produce documents and reports to a professional standard
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

Our Values
<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

Core Competencies	
<p>Communicate well (Kind and respectful, Honest and trustworthy, Inclusive, Work in partnership)</p>	<ul style="list-style-type: none"> ▪ Active listener; asks relevant & pertinent questions ▪ Communicates in a clear & concise way ▪ Effectively uses a range of communication tools & techniques ▪ Keeps accurate, objective & clear records
<p>A positive & practical approach to work (Kind and respectful, Honest and trustworthy, Learning and developing)</p>	<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
<p>Work well with other people (Kind and respectful, Honest and trustworthy, Inclusive, Work in partnership)</p>	<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 & other
<p>Able to respond to & solve problems (Kind and respectful, Honest and trustworthy, Inclusive, Work in partnership, Learning and developing)</p>	<ul style="list-style-type: none"> ▪ Well organised, tackles issues proactively ▪ Able to anticipate problems & develop solutions in advance ▪ Solves problems in a calm, direct & organised manner ▪ Helps others with problems
<p>Able to innovate & have new ideas (Kind and respectful, Honest and trustworthy, Inclusive, Work in partnership, Learning and developing)</p>	<ul style="list-style-type: none"> ▪ Full of ideas which provide fresh insight & broader perspectives ▪ Responds positively to change

Person Specification

Post Title	Service Administrator	
	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 365 suite to include Teams, 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	✓	
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	✓	