Position Description:

- **Programme Administrator**
- **Programme Administrator (+ IT Support)**
- **Programme Administration Team Leader**

Title:	Programme Administrator, Programme Administrator and IT Support, Programme Administration Team Leader
Salary:	£17,004-£24,964 (dependent on role and experience)
Hours:	Full time and part-time roles available
Contract type:	Permanent
Reporting to:	Programme Administration Team Leader or Operations Manager (dependent on role)
Direct reports:	Programme Administrator (and IT Support) - no Programme Administration Team Leader - yes
Role purpose:	To provide administrative support to our Advocacy and Communities teams. To provide administrative and IT support to the organisation. To lead the administration team.

At Your Voice Counts, we run advocacy services, support self-advocacy and user-led groups, and run drop-in sessions where people can get personalised help with a range of issues.

The Programme Administration team are a key part of this work, and we want to expand our team. We are looking to recruit to several roles and would like to speak to candidates with experience of providing administrative support to teams, IT support, and those with experience of managing people and leading an admin team. We're happy to consider applications from candidates with any of the above experience and would consider a job share.

The below *Main Responsibilities* describe the type of administrative work you will complete on a daily basis as part of the admin team. The *IT Responsibilities* and *Team Leader Responsibilities* are specific to those roles in particular.

Main Responsibilities:

1. To process statutory and case advocacy referrals, client contact forms and risk information, including uploading to our database (CharityLog)
2. To be the first point of contact for queries about advocacy referrals or our community activities, via phone or email, including making appointments for our drop-in services
3. To provide a welcoming, friendly and professional reception service, considerate to client group and professionals alike, supporting the operation of the Safe Places scheme
4. To process staff records including creating new staff and volunteer profiles on our database and administer DBS checks
5. To organise Care and Treatment Review meetings (CTRs) and complete associated administrative tasks
6. To provide administrative support for team meetings such as room booking and minute taking.

7. To take part in some client-facing work, this may include supporting our drop-ins or self-advocacy groups, or our admin volunteers with learning disabilities
8. To support the Operations Manager with basic building maintenance and coordination
9. To support the Operations Manager with marketing and communications tasks as required
10. To support the Finance Officer with paying invoices, processing staff and volunteer expenses as required
11. To complete any other office administrative tasks (e.g. processing post, typing letters, arranging travel) as required

IT Responsibilities:

1. To monitor and maintain the organisation's computer systems and networks
2. To install and configure hardware and applications
3. To troubleshoot internet and connectivity issues
4. To troubleshoot computer issues, diagnosing hardware and software faults
5. To replace parts where required
6. To support the roll out of any new IT applications
7. To set up user accounts and deal with password issues
8. To support colleagues to use Microsoft Office as required
9. To support colleagues to use our database system as required
10. To support the Operations Manager to come up with cost-effective and proportionate IT solutions for the charity

Team Leader Responsibilities:

1. To supervise, line manage and motivate administrative staff, completing regular supervisions with team members
2. To coordinate cover of our reception and phones, taking into account holiday, sickness and project work
3. To work closely with our Advocacy Managers and Head of Communities to regularly assess the administrative needs of the teams, then organising staff to meet these needs
4. To encourage a culture of collaboration and peer support to meet shared goals
5. To delegate tasks and set deadlines
6. To identify training needs within the team and find solutions where appropriate
7. To run effective team meetings

Person Specification:

Just as our values are key to our ways of working, attitude is key to our staff team. We work in challenging, changing circumstances with a very vulnerable client group. We are looking for people who are able to pay good attention to detail while also working at a fast pace to meet our statutory timelines. We are looking for people who enjoy working closely with others and are able to identify and meet a variety of support needs. We're looking for people who are able to identify problems quickly and always seeks solutions.

The people we are looking for will meet a number of criteria below:

- Have good attention to detail, ensuring high quality of data and record keeping
- Be highly organised with an ability to handle a busy workload and prioritise effectively
- Be comfortable communicating with a range of professionals via email and on the phone
- Be comfortable communicating with people with learning disabilities and mental health issues (experience of this is desirable but not essential)

- Take initiative and always look for ways to improve systems and processes (especially in the Team Leader role)
- Have excellent IT skills (especially in the IT Support role, this person will also be comfortable supporting others with IT tasks)
- Have experience using Microsoft Office; particularly Office 365
- Work well in a team, supporting others and asking for help where needed (the Team Leader will work well leading a team)
- Be friendly, approachable and non-judgemental
- Have experience creating marketing materials and using social media
- Be able to solve problems quickly and make decisions
- Motivate and inspire others, and be able to bring people together (especially in the Team Leader role)
- Be friendly, approachable and non-judgemental

Values:

You will also be expected to uphold our values, which are at the heart of everything we do:

- We are **person-centered**, so we listen to what our clients want, help them to speak up, and we are committed to enabling them to have a voice in guiding our work and our future direction.

- We are **positive**, so we focus on the best possible outcomes, promote the value and abilities of the people we work with, and refuse to allow assumptions to limit the potential of our clients.

- We are **professional**, so we act in a transparent and non-judgemental manner, we always do what we say we are going to do, and we work collaboratively with other organisations, while not being afraid to challenge appropriately.

If this sounds like you, we'd love to hear from you. Please send a CV and covering letter to jobs@yvc.org.uk by 9am on Tuesday 24th March. Please specify which role/s you would like to be considered for in your letter.

If you have any questions about this role, please contact Jenny Linn-Rohde on 0191 478 6472.

We are committed to equal opportunities for all and would especially welcome applications from people with BAME backgrounds.