

**Position:** Service Administrator

**Location:** see advert text

**Salary:** National Living Wage

**Your new job:**

Responsible for the day to day administration of the Service and the coordination with regional and national functions as well as head office on behalf of the service. Demonstrates the ability to represent the organisation in an appropriate and professional manner in all internal and external contact and relationships.

**Duties & Responsibilities:**

- Supporting the service manager in diary management and organising travel and meetings
- Providing administrative support to service manager where required such as, processing letters, taking minutes, stationary orders, generating reports, using the Hr and recruitment systems and providing information to head office
- Ensure the service is legally and ethically compliant by ensuring all paperwork is up to date for service users staff and the building
- Ensure compliance with regulatory requirements
- Effectively and confidentially managing data and information
- Dealing with issues as they arise escalating to line management in line with policy
- Maintaining the electronic and paper filing systems and ensuring information is accurate and up to date
- Tracks training evaluations, ensures a full set of data is available, and investigates negative feedback takes action as required. Analyses training provider reports. Escalates issues.
- Receives training attendance information from the central training co-ordinator, follows up non-attendance with the staff, and escalates issues to the Service Manager

**You:**

- Experience of running IT based filing systems
- Experience of administering HR processes.
- Ability to work within policy and process.
- Ability to analyse data and present clear verbal and written reports
- Proven ability to problem solve and manage conflict
- Ability to use own initiative and to multi-task
- Ability to work well in a team and to manage own stress levels

- Ability to communicate tasks effectively
- Experience of working within policies and regulatory requirements
- Office Manager experience desirable but not essential
- Knowledge of the Care Sector desirable but not essential

#### Essential Requirements

- experience in a general administrative post
- Strong organisational skills

#### **Your rewards include:**

- Free enhanced DBS checks and clearances\*
- Ongoing career development to support you in achieving your ambitions
- Refer a Friend incentive scheme of £250 per referral\*
- 28 days holiday (Incl: Bank Holidays)
- Free structured and supported induction to get you off to a flying start!
- Personal online Learning and Development portal
- Employee Assistance Programme (EAP) for help with financial, physical and mental wellbeing
- Discounts platform for permanent staff, including gift cards, discount codes and other benefits
- Pension - we contribute to your retirement fund
- Recognition and Reward Schemes including Long Service, Employee of the Month and Outstanding Achievement Awards

*\*Subject to current Terms & Conditions*

#### **Your new employer**

#### **Achieve together – Ordinary Lives, Extraordinary People**

Our growing organisation has over 25 years of expertise, and our team of expert practitioners are proud to deliver high-quality support across England and Wales. We offer the support and stability of a successful organisation with the homely family feel in each setting which is underpinned by our values:

***Being Brave...****we are resourceful, open-minded & creative*

***Having Fun...****we are present, engaged and communicate and connect*

***Making things happen...****we are reliable, trustworthy and take ownership*

***Valuing everyone...****we are good with people and emotionally intelligent*

**Protecting you:**

We are committed to supporting our team members and take every precaution to ensure robust infection control procedures are followed and that they decrease the risk of Covid-19 transmission. You will be provided with full PPE, inclusive of hand sanitiser, masks, gloves, apron and shoe covers (where appropriate) and all the appropriate training to keep you and those around you safe.

Please be advised that COVID-19 vaccinations are a mandatory requirement within our organisation, and you will need to provide evidence that you have been vaccinated prior to being offered a start date with us.

This role will hold "Keyworker" status: and will be permitted to book your vaccination through the national booking service on presentation of an offer letter or contract of employment.

**Does this sound like the career for you? If so, apply now and start your journey with us.**

**Want to know more?**

Call **Holly** on 07458109528 or email us at vacancy**west**@achievetogether.co.uk

*We at Achieve Together treat everyone equally with dignity and respect. We believe in the strength and value of an inclusive and diverse workforce and recognise the positive contribution all employees bring regardless of age, race, ethnicity, disability, religion or belief, gender or sexual orientation.*

*We value the unique talents of every individual and work together to help everyone achieve their full potential by providing equality of opportunity to our team members, welcoming applicants from all backgrounds and communities.*