



Job Title: Team Administrator

Service: Children and Families Service Leeds

Salary: £17,209-£19,087 – Family Action Grade 1 Point 6-10

Hours: Full time – 37 hours per week

We are looking for an enthusiastic and competent Team Administrator to help support and provide reception duties to clients and visitors, both in person and on the telephone, as well as assisting with a range of administrative tasks to help keep our office running smoothly and efficiently.

In this role you will provide invaluable administrative support to a broad spectrum of PAC-UK's services, particularly assisting the Regional Manager and Heads of Service in PAC-UK's Leeds office.

#### Our Values:

People focus, Mutual Respect, Excellence-in-all-we do and a Can-Do attitude.

If you can relate to these and have the necessary skills and attitude we can offer you:

- A competitive salary, leave entitlement and pension scheme
- Career development opportunities
- A full induction and on going quality training
- The opportunity to become part of FA initiatives
- Flexible working hours
- Managed work loads with regular supportive and reflective supervision

#### Person requirements (skills/experience)

- Ability to work on own initiative and think logically to solve problems
- Experience of creating and maintaining Excel spreadsheets
- Excellent organisational skills
- Excellent attention to detail
- Excellent communication skills, both verbally and in writing
- Sensitive, diplomatic and able to handle confidential matters

## An introduction to the role and key responsibilities

- Liaise with Heads of Service, Directors, team members, counsellors, venues and clients to ensure the smooth running of the service
- Assist Heads of Service as required to run a smooth client service in coordination with counsellors, psychotherapists and psychologists
- Book outreach venues in coordination with counsellors
- Correspond with counsellors, clients and local authorities as required
- Check accurate input of client case data onto database
- Minute meetings as required
- Create yearly appointment diaries
- Undertake general typing, photocopying, scanning and email request handling as required
- General administrative support to the whole team as required
- Diary management, arranging travel, minute taking and general assistance to Directors
- Answer telephone calls and greet clients
- Open mail, frank and despatch mail at end of day
- Provide administrative cover on a flexible rota with other admin staff to ensure that evenings as well as day time opening hours are covered.

When required assist with finance related tasks including processing invoices

We are forward looking, ambitious and with a commitment to continuous improvement. We are a people focused, can-do organisation that strives for excellence in all we do and operates with mutual respect. If you share these values and behaviours and have the necessary skills then we look forward to hearing from you.

*Appointments are subject to Family Action receiving an enhanced disclosure from the Disclosure and Barring Service that we consider acceptable.*

For an application pack and further information, please visit [www.family-action.org.uk/workingwithus](http://www.family-action.org.uk/workingwithus)

Please email completed applications to: [insert email address allocated to you by HR]

Closing date: 5pm on Monday 18<sup>th</sup> March 2019

Interview date: Tuesday 2<sup>nd</sup> April 2019

*Family Action offers good working conditions, a comprehensive training programme and a Group Personal Pension Scheme (GPPS). We welcome applications from all sections of the community.*