



**PAC-UK**



## **JOB DESCRIPTION**

**Job title:** Team Administrator

**Service:** PAC-UK (Child & Family Service, London)

**Salary:** Grade 2 Point 11 – 15

**Hours:** 21 hours per week

**Location:** Family Action Head Office, London

**Responsible to:** Head of Child & Family Service, London

### **Summary of job:**

We are looking for an enthusiastic and competent Team Administrator to assist with a range of administrative tasks, primarily supporting our therapeutic Child & Family Service in London. A key component of this role is the coordination of our London/South Child to Parent Violence (CPV) / Non Violent Resistance (NVR) Parent Group programme. In this role you will be part of our London office administrative team, particularly assisting the Head of Child & Family Service, London and Practice Manager, Child & Family Service, London.

### **Key tasks and responsibilities:**

1. Answering telephone calls (on a flexible rota with other admin staff) and greeting service users who are attending face-to-face sessions and/or groups at Head Office
2. Providing administrative cover (on a flexible rota with other admin staff) to ensure that office opening hours are covered – corresponding with staff, service users and external professionals (primarily regional adoption agency and local authority contacts) as required
3. Providing general administrative support including; accurate database inputting, photocopying and scanning, preparation of materials to be used for sessions and/or groups, email request handling and ordering resources as required
4. Leading on other aspects of CPV/NVR Parent Group administrative support as required including: producing promotional materials, advertising groups on the PAC-UK website/PAC-UK social media/targeted mailouts (with support from Operations Manager and Training Administrator), managing and recording bookings and enquiries – following-up with service users and commissioners, resource pack preparation (electronic and hard copy), sending out evaluation forms, raising and chasing invoices
5. Participating in internal staff meetings, activities involving staff and assisting in the administration of such activities, as required
6. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:



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- a) Being people focused
  - b) Reflecting a 'can do' approach
  - c) Striving for excellence in everything we do
  - d) Having mutual respect for everyone we work with, work for and support through our services
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7. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
  8. To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
  9. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
  10. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.


**Person Specification**

Requirements		Essential	Desirable
<b>Experience</b>			
1.	Previous work experience as an Administrator in a busy, fast paced office.	✓	
<b>Knowledge &amp; Skills</b>			
2.	Excellent IT skills, including using Microsoft Office, particularly Excel and Outlook.	✓	
3.	Experience of developing computerised systems and manipulating data to produce accurate reports.		✓
4.	Excellent oral and written communication skills including the ability to write documents for external and internal circulation, create clear communications and reports.	✓	
5.	Ability to explain certain policies and procedures and champion best practice clearly and tactfully.	✓	
6.	Discretion and the ability to handle confidential matters sensitively.	✓	
7.	Excellent attention to detail.	✓	
8.	Excellent numeracy skills.	✓	
9.	Proactive and able to use initiative.	✓	
10.	Excellent organisational and prioritisation skills, an ability to work flexibly and to meet deadlines.	✓	
<b>Values</b>			
11.	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none"> <li>• Being <b>people</b> focused</li> <li>• Reflecting a '<b>can do</b>' approach</li> <li>• Striving for <b>excellence</b> in everything we do</li> <li>• Having <b>mutual respect</b> for everyone we work with, work for and support through our services</li> </ul>	✓	
12.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
<b>In addition</b>			
13.	Willingness to work flexibly and take on duties to meet the needs of the service.	✓	