



JOB DESCRIPTION

Job title: Team Administrator (Fixed term until March 2023 with possibility of extension)

Service: PAC-UK

Salary: Grade 1 points 7-10: £18,278 - £19,666 FTE (£10,966.80 - £11,799.60 per annum)

Hours: 22.2 hours per week (part-time)

Location: PAC-UK Leeds office, LS15 7BD

Responsible to: Business & Admin Manager

Summary of job:

We are looking for an enthusiastic and competent Team Administrator to assist with a range of administrative tasks, primarily supporting our service and project delivery teams in the North. In this role you will be office based and part of our Leeds office administrative team.

Key tasks and responsibilities:

1. Providing general administrative support including; answering telephone calls, email request handling, photocopying and scanning
2. Corresponding with staff, service users and external professionals (primarily regional adoption agency and local authority contacts) as required
3. Greeting service users and visitors who are attending face-to-face sessions and/or groups/meetings at our Leeds office
4. Inputting, checking and reporting on data held on PAC-UK systems, including our bespoke CRM (full training will be provided)
5. Ordering resources and preparing materials (including information and welcome packs) to be used for sessions and/or groups
6. Participating in internal staff meetings, activities involving staff and assisting in the administration of such activities, as required
7. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - 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
8. 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.
9. 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.
10. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
11. 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
Experience			
1.	Previous work experience as an Administrator in a busy, fast paced office.	✓	
Knowledge & Skills			
2.	Excellent IT skills, including using Microsoft Office, particularly Excel and Outlook.	✓	
3.	Experience of maintaining computerised systems and understanding data to produce accurate reports.		✓
4.	Excellent oral and written communication skills including the ability to write documents for external and internal circulation.	✓	
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.	✓	
Values			
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"> • Being people focused • Reflecting a 'can do' approach • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services 	✓	
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.	✓	
In addition			
13.	Willingness to work flexibly and take on duties to meet the needs of the service.	✓	