

JOB DESCRIPTION

Job title:	Data and Business Support Administrator
Service:	PAC-UK
Salary:	Grade 2 (lower) point 11-15, Inclusive of Inner London Weighting
Hours:	37 hours per week (full-time) – job share would be considered
Location:	Family Action Head Office, London N1
Responsible to:	PAC-UK National Operational Lead

To provide administrative and business support to all PAC-UK services and projects. The Data and Business Support Administrator will undertake administrative, data collection, data reporting and analysis, financial management and monitoring tasks.

The Data and Business Support Administrator will work closely with our National Operational Lead to manage these functions all PAC-UK services and projects. The Data and Business Support Administrator will ensure timely and accurate completion of all administrative tasks, financial monitoring, data collection, data reporting and outcome monitoring – working to set schedules with strict deadlines.

Key tasks and responsibilities:

1. Work closely with the PAC-UK National Operational Lead (in Family Action's Head Office in London), carrying out a range of business administrative and technical duties to facilitate the smooth running of our of services and projects
2. Supporting with the development and maintenance of PAC-UK's service user database and evaluation systems, which includes producing regular data reports within an agreed schedule (full training will be provided)
3. Maintaining and managing finance, contract and data processes, including, liaising with local authority service managers, and other referrers, with regard to contracts and service provision arrangements (full training will be provided)
4. Devise costings for a range of spot purchased assessments and interventions and maintain overviews of all purchased services and collate financial information for invoices
5. Supporting with producing promotional materials and internal/external messaging and events that promote a positive image of PAC-UK and raise our profile - this includes content for our PAC-UK website and social media channels, as well as targeted mailouts to stakeholders
6. Carry out administrative tasks such as call handling, monitoring general email accounts, maintaining central spreadsheets, ordering resources, photocopying and processing

incoming and outgoing mail

7. Take accurate meeting minutes and distribute, as required.
8. Actively participate in supervision arrangements and team meetings.
9. Adhere to Family Action's confidentiality policy and ensure that confidentiality is maintained at all times.
10. Ensure you understand, and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
11. 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.
12. Work flexibly as may be required by the needs of the service, and to undertake any other reasonable duties as required.
13. 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 service

PERSON SPECIFICATION

Education and Qualifications

1. Minimum 5 GCSEs (or equivalent) at grade A-C, including Maths and English

Experience

2. Demonstrable experience of working within an office setting, including the ability to organise and prioritise work and to carry out routine tasks accurately and in a timely manner
3. Experience of maintaining and managing finance, contract and data processes, including, liaising with local authority service managers, and other referrers, with regard to contracts and service provision arrangements
4. Proven experience of using Microsoft Office (particularly Microsoft Excel) and some knowledge of using Microsoft Teams
5. Experience of using social media platforms to promote events, projects, news etc., making them relevant and appropriate to the target audience (desirable)
6. Experience of using evaluation systems, for example Survey Monkey (desirable)
7. Experience of supporting with funding/grant applications (desirable)

Abilities and skills

8. Ability to maintain accurate records, collate and input statistical information, and analyse data including production of regular reports (full training will be provided)
9. Ability to produce promotional materials within brand guidelines
10. Ability to work both independently, using own initiative and to work as part of a team
11. Demonstrate an understanding of safeguarding issues and relevant procedures appropriate to your role
12. Ability to work with a wide range of stakeholders with appropriate courtesy while maintaining confidentiality
13. Ability to manage your own workload and to bring the attention of your line manager any issues arising, and a commitment to supervision, appraisal and ongoing personal development

Values

14. To 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.
15. A commitment to Co-production principles and approaches
16. 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 service
17. Willing to work flexibly to meet the needs of the service