

JOB PACK:

Senior Administrator

About Skillnet Group

We are people with and without learning difficulties in Kent working together to achieve equality.

Skillnet Group is also a social enterprise. As a Community Interest Company, all our profit is put back into supporting the work we do.

- **We support people with learning difficulties to speak up, make choices and become powerful and influential. We support them to gain opportunities and become more independent in learning, housing, work, health, money, travel, leisure and relationships.**
- **We support people to hear, respect and empower people with learning difficulties.**
- **We promote positive action to challenge negative attitudes about disability.**
- **We work with local communities so that people with learning difficulties become fully included and no longer segregated.**

Co-production is a core value and method for Skillnet Group. This means people working equally together to make the most of their respective experience and skills. Many Skillnet Group projects are led by two people – one with and one without a learning difficulty. This values equally expertise gained from an individual, personal perspective and professional work experience and training.

Background to this job

Skillnet Group is currently going through a period of growth. This role will assist the Central Team (executive) to maximise the new and exciting projects, as well as opportunities for potential additional work. You will join a busy and committed team where your organisational skills will make a vital difference. A resilient, trusted individual who can juggle a busy workload, relieve the pressure by taking the initiative, and keep a sense of humour, will thrive in this role.

Apply online here: skillnetgroup.co.uk/working/pages/jobapplication.php

Job Description

Main aim:	Provide administrative support to, and management of resources for, Skillnet Group's Central Team.
Salary:	In the range £17,500 to £21,500 per annum, with an offer to be made based on experience and proven track record.
Hours:	37 per week, worked hours will be to cover phones throughout the day plus the flexibility to respond to tight deadlines with extra hours if needed.
Location:	Canterbury.
Duration:	Permanent contract.
Probationary Period:	3 months.
Annual leave:	25 days per annum plus eight public holidays, payable in lieu.
Line management:	Central Team oversight.

Main responsibilities:

Working closely with the Central Team to identify and take on administration tasks, freeing up managers to do their jobs well. This means receiving and acting upon requests, projects and tasks from several people, and prioritising and organising this in consultation with your line manager and the Chief Executive. It also means receiving and managing incoming requests for administrative support using different media, for example via email, Podio, phone calls or face-to-face meetings.

Adding administrative capacity by recruiting and mobilising volunteers, young people on work experience and interns. Creating opportunity for people who face disadvantage, especially people with learning difficulties and/or autism.

Managing a central administrative 'hub' in Canterbury for the whole company. This is a base for you and administrative volunteers and interns to work in, as well as a small hot desking facility for people in our workforce, and a convenient location for one-to-one meetings. This hub will also function as our company's registered office.

Supporting with administration of the recruitment process for employees and volunteers.

Organising and facilitating Board meetings, workforce training days, large open meetings with people we support, and other kinds of meetings. This includes finding and booking venues for free or at the lowest possible cost, ensuring the venue is set up, and arranging hospitality, catering and refreshments. Ensuring every detail is taken care of so people chairing or leading meetings are free to focus on their role.

Supporting the Director of Ethics and Communications in developing mutually beneficial partnerships with organisations who could offer free or discounted venue/room space and other facilities.

Secretarial support at Board and other meetings, including taking minutes, support with writing agendas, and logging and tracking tasks.

Being the first point of contact for telephone, email and webform enquiries and contact. Taking responsibility for managing these contact points so they receive consistently quick and high quality responses for at least 51 weeks of the year (excluding the week between Christmas and the New Year) whether or not you are handling them yourself. This means ensuring

coverage by volunteers, interns and/or other people in the workforce when you are absent or on leave. It will include working flexibly so calls are routed to your mobile phone when you are absent from the administrative hub.

Handling and distributing all incoming postal mail securely, including post sent to our registered office address.

Supporting the Head of Finance and Operations with financial administration. This can combine doing this work directly and assigning it to volunteers and/or interns. Administration includes entering income (our invoices) and expenditure (supplier invoices) into our online accounting system, sending our invoices by email and post, and storing physical records.

Administration to ensure staffing continuity in our group-based projects, ensuring absences are covered.

Organising occasional events, including invitations, bookings, venues, catering and facilities.

Converting documents into Easy Read format using Photosymbols.

Conducting Disclosure and Barring Service (DBS) checks. Maintaining accurate records of these checks.

Remotely co-ordinating bookings for the Pulse events and workshop space, which is one of our projects in Sittingbourne.

Maintaining Skillnet Group's complete set of whole-company policies and procedures, and ensuring they are kept up-to-date.

Assisting to maintain Skillnet Group's central contacts database, ensuring data is up-to-date and accurate.

Distributing internal and external newsletters and campaign or marketing material by email, post and any other means required.

Other responsibilities as reasonably required by Skillnet Group's Central Team and agreed with your line manager.

Person Specification

It is essential that:

You see your work as a vocation and contribution to social change. You are committed to, and energised by, our vision and values. We believe excellent central administration is as vital as any other role in achieving equality for people with learning difficulties and/or autism. In Skillnet Group, we seek to recruit people who are looking for more than a job, and are passionate about making a difference.

You are a natural communicator with great interpersonal skills. You must be able to communicate well with different types of people and organisations. You have natural aptitude for, and commitment to, excellent customer service.

You are fulfilled by freeing up others to do their jobs well. You can receive, organise and prioritise requests for administrative support from several managers using different media – see Job Description above. You can manage competing priorities and pressures confidently and calmly.

You are adept at spotting what needs to be done, with the vigour to do what it takes to keep the company thriving and operational.

You can work flexibly and respond positively to tight deadlines from time to time. This may mean working extra hours sometimes, offsetting them with subsequent hours taken as leave. You can maintain accuracy and attention to detail within tight deadlines.

You are reliable and self motivated which will relieve managers of the need to check the progress of agreed tasks.

You value being affirmed and challenged. You will be working with supportive managers who are committed to excellence and have very high expectations of quality. You can receive challenging feedback positively, interpreting it as an investment in your development, and as an opportunity to learn and improve.

You enjoy discovering and using new technology to make everyone's work easier and more efficient. You are tech-savvy and proactively seek out tech solutions to organisational problems. You look for ways to automate processes to save time and effort. You are very confident using ICT,

especially the internet (including social media), email, Word and Excel.

You are a proactive organiser and able to organise others.

You have excellent written English and an eye for detail. You take pride in the precision and accuracy of your work.

You are able to present and communicate information in a way that is easy to understand.

You are discreet and trustworthy. You must be able to maintain confidentiality.

You are experienced in administration and minute-taking.

You are able to input and manage contacts and databases accurately.

You are committed to equality and working in a co-produced way that values all people.

It is very important that:

You are keen to find out more about co-productive and person-centred ways of working alongside people, so you can work in this way with people who face disadvantage.

You understand Equality and Diversity and put these ideas into practice.

You are confident speaking up in meetings and patient when other people are speaking.

It is desirable that:

You are able to support people well, and understand that people need different types of support at different times.

You are a strong networker, and can build up relationships that benefit Skillnet Group and advance our goals.

You are able to use our website, social media, posters and other methods of

communication for promotion and marketing.

You have strong experience organising and administrating events.

You have a good network of contacts across East Kent to assist with finding free or discounted meeting places and event venues.

You have experience of using [Podio](#) (or other online collaborative project management or CRM platforms).

You have experience producing Easy Read materials.

You have some knowledge of the social care sector and of working with people with a learning difficulty and/or autism.