

<b>Job Title:</b>	Administrator
<b>Service:</b>	Compass Head Office
<b>Reports To:</b>	Head Office Admin Team Leader



### **Service Overview:**

The Administrator will be an active member of the busy Head Office Administration team working with the wider organisation to deliver positive outcomes for children, young people and their families.

Led by the Head Office Admin Team Leader, who co-ordinates the work streams and will delegate tasks and responsibilities to the wider administration team.

They will provide a professional administrative support service to skill mix teams and stakeholders to enable the efficient and effective delivery of the business. Discretion and confidentiality must be maintained at all times.

### **Job Purpose:**

Working as an integral part of the hybrid Head Office administration team the post holder will be asked to provide a wide range of administrative duties with specific responsibility for responding effectively and efficiently in supporting the wider team.

The post holder will work closely alongside the Senior Leadership Team, and Central Service Teams People, Finance, Operations, Business Development and Marketing). Supporting the organisations Health and Safety Lead to ensure compliance with relevant regulations and maintaining accurate records.

### **Key Duties and Responsibilities:**

1. Deal with enquiries by telephone or multiple external and internal faced mailboxes in a professional, timely and helpful way.
2. Responsible for arranging purchases of goods and services on behalf of the organisation including travel, accommodation and meeting facilities as required.
3. Support the Compass Health & Safety Lead to ensure the continued compliance of internal standards and external accreditation which includes (but not exhaustive) compliance of our policies, processes and records against regulations.
4. Provide general administration support to the Senior Leadership Team, and Central Service Teams (People, Finance, Operations, Business Development and Marketing) as required.
5. Assist the Team Leader and Senior Administrator in their roles as required.
6. Be an active member of the team and reflect Compass' values in your everyday practice.
7. Build strong links with key departments within Compass and develop key relationships with colleagues across the organisation.
8. Prioritise own workload within agreed objectives using your own initiative

9. Promotes equal opportunity and diversity within Compass
10. Ensure that confidentiality is upheld at all times in line with Compass policies
11. Maintain accurate records in line with the Compass policies and procedures
12. In addition to these functions the post holder is expected to: carry out other duties as may be reasonably expected in accordance with the responsibilities/competency level of the post.

**Key Working Relationships:**

The post holder will support the People, Finance, Operations, Business Development and Marketing teams as required

**Financial Responsibilities:**

N/A

**People Responsibilities:**

N/A



### PERSON SPECIFICATION – Administrator

Attributes	Requirements	Essential/ Desirable (E/D)	Identified By
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>NVQ level 2 Business Administration or equivalent experience</li> <li>Level 2 IT skills i.e. RSA or equivalent experience</li> <li>English Language &amp; Maths to GCSE A-C level or equivalent.</li> <li>Customer care experience/qualification e.g. NVQ Level 2 or equivalent</li> </ul>	E E D D	Application form Interview
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Working in a busy office and customer service environment</li> <li>Working to deadlines and managing multiple projects</li> <li>Using a range of management information systems including extracting and collating data</li> <li>Using digital technology to deliver services and use of social media</li> </ul>	E E D D	Application form Interview References
<b>SKILLS &amp; APPTITUDE</b>	<ul style="list-style-type: none"> <li>Able to organise workload and demonstrate time management skills</li> <li>Work under pressure and able to manage changing priorities</li> <li>IT skills</li> <li>Attention to detail and accuracy</li> <li>Ability to show empathy</li> <li>Good communication and interpersonal skills</li> <li>Able to work as part of a team and willing to help and assist</li> <li>Able to develop, establish and maintain positive relationships with others both internal and external</li> <li>Positive attitude; flexible and adaptable; solution focused; and tenacious</li> <li>Be flexible and adaptable to meet business need</li> <li>Has a strong degree of personal integrity.</li> </ul>	E  E E E E E E  E  E E	Application Form Interview References
<b>OTHER</b>	<ul style="list-style-type: none"> <li>Able to drive and have access to a car</li> </ul>	E	Application Form Interview References`