JOB DESCRIPTION

Roles and Responsibilities
The role of Administrator is to provide administrative support to Directors, staff and students to ensure the smooth day to day running of the unit.

Line Manager
The administrator will report directly to The Director of Operations.

MAIN DUTIES

Referrals
The administrator will take *sole* responsibility for recording and acknowledging referrals in line with the company's policies and procedures. The administrator will *assist* the Director of Social Work with the allocation of workers and case managers. The administrator will take responsibility for updating and monitoring databases regularly to ensure accuracy of records.   The administrator will take responsibility for all telephone enquiries relating to the status of cases and carry out any actions required including passing on any relevant information to workers.

General Administration
The administrator will take responsibility for all general day to day activities including incoming and outgoing post, arranging travel, arranging meetings and appointments for Directors and members of staff as necessary, maintain adequate levels of stationery, cleaning products, supplies of refreshments and office equipment as necessary. The administrator will ensure filing systems are maintained and up to date at all times. The administrator will organise repairs of fixtures and fittings within the building as they arise ensuring best possible quotes are achieved. The administrator may be occasionally required to take minutes at meetings as deemed necessary by Directors and Staff.

Case Management
On a monthly basis the administrator will take responsibility for preparing and producing accurate case lists for each case manager.

Students
The administrator will provide administrative support and assistance to all student social workers as necessary including the preparation of ID badges, compiling signing in sheets, recording and monitoring absences and assisting and supporting throughout the planning and delivery of student inductions.

In addition to the above the administrator may be required to perform other tasks and duties as required to ensure the complete efficiency of the organisation is maintained.

Vacancy Advertisement

The Sweet Project are looking for an experienced part- time Administrator to support the current Administrator in her day to day duties throughout a period of phased retirement at the end of July 2017. We are planning for the new Administrator to come into post in March 2017 and to initially work 2 days per week during March & April, increasing to 3 days May – July and then increasing to 4 days per week.

This is a super role for an experienced office administrator with excellent interpersonal and organisational skills. We need a self-motivated administrator with initiative and common sense who can work to deadlines, deal with conflicting demands and remain calm under pressure. For the ideal candidate this role will be fulfilling and exciting

Hours:	Part-time	2 days per week March – April (Mon & Fri)
		3 days per week May – July (Mon, Thurs & Fri)
		4 days per week from July onwards (Mon – Thurs)
Pay:	£8.00 per hour	

Duties will include:

- Provide administrative support to the Directors, office and staff team
- Supporting student social workers on placement with IT and Admin Duties
- Undertake a range of administrative tasks for the team including updating database, processing and general data collection and report generation
- Further develop administrative systems and support the Operations Director with day to day activities
- Answer telephone and email enquiries
- Collate relevant information and maintain accurate database records

Closing date for applications Friday 12 December 2016

Applications should be sent to:

Deb Groves
Operations Director
The Sweet Project
Unit 3 Ardath Road
Kings Norton
Birmingham B38 9PL
Email: debbieg@thesweetproject.org   Tel: 0121 458 2270

Interviews will be held on Tuesday 17 January 2017

PERSON SPECIFICATION

The person we are looking for:

We are looking for a highly organised and effective individual, capable of dealing with the demands than an expanding and fast-paced business can bring. The successful candidate will have :

- Demonstrable experience in an administration role
- Experience of successfully working with senior management
- Excellent Database and record management skills with the ability to produce reports
- Exceptional organisational, IT and people skills
- Experienced in managing and organising priorities
- A working knowledge of Microsoft Office programs
- Ability to work off their own initiative without direct supervision
- Ability to work flexibly and react positively to a variety of demands
- Ability to work to deadlines
- Ability to work as part of a team