



Pennine Domestic Abuse Partnership

JOB DESCRIPTION

POST:	Admin Officer
ORGANISATION:	Pennine Domestic Abuse Partnership
RESPONSIBLE TO:	Business and Admin Lead
RESPONSIBLE FOR:	Central Business Functions, Internal and External
PENSION:	Employee Contribution 6%
HEALTH BENEFITS:	Employee Assistance Programme Health Shield Assurance
SALARY:	£20,000 - £22,000 per annum pro- rata full time equivalent
HOURS:	Option of full time 37.5 hours per week or part-time minimum of 22.5 hours per week
LEAVE:	29 days pro-rata per annum plus bank holidays

Flexible working patterns will be required to meet the needs of the project and will include evening work. Annual leave and time off in lieu to be taken with the prior agreement of line manager.

N.B. The organisation refers to Pennine Domestic Abuse (PDAP).

OVERALL OBJECTIVES

Work within a team to provide a professional comprehensive range of administrative and Admin Officer services across the organisation, including support to PDAP Senior Leadership Team and Board of Trustees.

The Admin Officer will be part of a PDAP Central Admin Officer and Finance department to ensure the smooth and efficient running of the organisations Admin Officer requirements including all administration functions. On a day-to-day basis these responsibilities include supporting services within PDAP via internal administration systems, PDAP client database OnTrack and CDP Soft, employee database – OnTrack, reporting and monitoring as well as support the teams and providing information to those contacting the service via Admin Officer.

DUTIES AND RESPONSIBILITIES:

- Providing support as first point of contact via telephone, face to face and email, dealing with general enquiries, passing to relevant staff/teams/organisations, providing general information as required, maintaining excellent interpersonal and customer service skills.
- To co-ordinate meetings on behalf of the organisation including; functions, events and room arrangements.

- Taking, producing and circulating minutes for internal meetings when required.
- Make all necessary arrangements for Board of Trustee meetings, booking rooms, preparing agenda's, preparing reports, circulating papers, sending reminders and re-arranging if required.
- Liaising daily with internal staff/teams and external agencies/individuals ensuring both spoken and written communication skills are in a clear, concise manner.
- To manage a demanding and reactive workload in a responsive way to assist the Finance and Admin Officer Department to meet the key objectives and external regulatory requirements.
- Organisation electronic diary management including reminder systems for employees/staff teams.
- To undertake word processing and email correspondence as required. (this may at times be confidential and may be complex in nature)
- Collation of and inputting service user data on to the computer ensuring accuracy and minimisation of arrears by day-to-day liaison with staff members, including:
 - Occupancy
 - Standing Charges
 - In-Out Lists
 - Admissions and Discharge Information
 - Client Records
- Responsible for assisting day-to-day staffing functions such as:
 - Staff rota systems
 - liaison with staff to produce effective rotas
 - training log and staff records
- Effective organisation of donations including:
 - Collection
 - Receiving
 - Distribution
 - Acknowledgement and Thanks
 - Recording
- Receive, open, sort and distribute incoming and internal mail.
- Prepare and dispatch external and internal mail.
- Receive, distribute and dispatch incoming email and telephone and voicemail messages.
- Update and maintain a central record for contract compliance of client In Take and Exit of service through client reference numbers and ensure all have been submitted quarterly within required timescales, operate a system of regular communication with Contract Compliance Central Office to manage all queries.
- Set up, develop and maintain both manual and OnTrack database filing and administrative systems as required in adherence with the confidentiality policy and procedures chasing any missing submissions, including:-
 - Staff Personnel Records
 - Time Sheets
 - Rota duties
 - Annual Leave
 - Sickness
 - Vehicle Documents
 - All related staff information
 - Assisting Finance Manager with payroll
- To support, manage and maintain electronic and paper based filing systems in line with procedures defined.
- Attend meetings and functions as required.
- Archiving and disposing of confidential and non-confidential documents in an appropriate manner.
- Ensure Archiving systems are maintained, organised and archiving register In and Out Puts are logged in methodical order.
- Annual review of archived documents for disposal in line with Data Retention Policy.
- Monitoring and maintaining supplies of stationery/office equipment and ensuring the efficient working of office equipment in consultation with Senior Leadership Team.
- Developing and maintaining up dated lists of communication and contact for internal staff and services also of Trustees and external contact mailing lists.

FLEXIBILITY

- The post holder may be required to vary hours of work in agreement with the Admin Officer Officer to support the needs of the business.
- From time to time the post holder may be required to provide other duties to support the requirement of the business within PDAP. Any such requirements will be in line with post and responsibility level.

HEALTH and SAFETY

- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.
- To promote and ensure safe working for self and others by strict adherence to PDAP procedures and Health and Safety Policy.
- To ensure that security of sensitive information is maintained and complies with the requirements of the Data Protections Act 1998.
- To keep an up to date log of organisational mandatory H&S training.

MANAGING SELF

- Deliver PDAP commitment to equality of opportunity both in the provision of services and as an employer.
- Promote equality in the work place and in the services PDAP deliver.
- Promote and support equality and empowerment within all areas of work.
- Represent and be an ambassador for PDAP, working in partnership internally and externally.
- Develop and retain positive, collaborative working relationships with all PDAP staff and across the organisation.
- Adhere to and co-operate with all PDAP Policy and Procedures.
- Participate in professional development activities and training.

It is essential to the development of PDAP's service delivery that the post holder is able to respond flexibly to changes in the requirements of this post. This job description is therefore a guide not an exhaustive list of all responsibilities the post holder may have over time.



**PERSON SPECIFICATION
ADMIN OFFICER**

1.	TECHNICAL KNOWLEDGE
1.1	The ability to provide efficient and effective administrative support;
1.2	Experience of operating efficient office systems;
1.3	Ability to work with Microsoft Office applications such as Outlook, Excel, PowerPoint and word;
1.4	The ability to maintain efficient, effective and secure filing systems;
1.5	Able to communicate effectively with colleagues and customers and all levels;
1.6	Excellent word processing skills and able to compose correspondence on standard issues;
1.7	Able to show flexibility and initiative.
2.	COMPETENCIES
	Personal Effectiveness
2.1	Courteous and polite when interacting with professionals, staff, visitors and service users;
2.2	Passes on information accurately and promptly;
2.3	Listens carefully to others and asks questions for clarity;
2.4	Presents ideas and views with confidence and clarity;
2.5	Writes fluently and succinctly using appropriate style;
2.6	Adopts a clear and professional telephone manner;
2.7	Deals with confidential or sensitive issues discreetly and respectfully;
2.8	Presents a positive and professional image of self and PDAP when communicating;
2.9	Is open and honest when communicating with others.
	Respecting Others
2.10	Respects the opinions of others and acknowledges opposing viewpoints;
2.11	Consistently acts in a way that promotes equality and diversity;
2.12	Shows integrity and fairness when dealing with professionals, service users and colleagues;
2.13	Acts on and achieves the promises and commitments made to professionals, service users and colleagues;
2.14	Respects others' time by being punctual;

2.15	Demonstrates impartially and objectivity when taking actions and making decisions;
2.16	Shows empathy and understanding for the feelings of, and situations faced by others;
2.17	Is aware of own responsibilities for the health, safety and welfare of self and others.
	Striving for Excellence
2.18	Demonstrates a positive attitude and approach to work;
2.19	Is self-motivated, undertaking relevant tasks and activities without always having to be asked;
2.20	Copes effectively with work-related pressures and setbacks;
2.21	Is flexible and adaptable to changing goals and circumstances;
2.22	Acts quickly to deal with potential problems;
2.23	Ensures own work is of a high quality, accurate and timely;
2.24	Strives to improve on past standards of performance;
2.25	Manages time and prioritises work to maximise productivity and effectiveness;
2.26	Displays conscientiousness in getting the job done to the best of ability;
3	LEADERSHIP
	Setting Direction
3.1	Is clear about PDAP strategic priorities;
3.2	Understands how own work contributes to PDAP aims and objectives;
3.3	Provides feedback on, and constructively challenges, the direction and working practices of the teams and or organisation where appropriate;
3.4	Seeks to understand the need for, and responds proactively to organisational change;
3.5	Approaches change positively.
	Managing Performance
3.6	Working with manager to agree performance objectives;
3.7	Takes ownership for, and commits to achieving performance objectives;
3.8	Monitors and evaluates own performance against objectives;
3.9	Positively inputs to the performance appraisal and development review process;
	Developing Skills
3.10	Demonstrates a commitment to own personal development and learning;
3.11	Volunteers to take on new challenges and learn new skills;
3.12	Actively seeks and acts on feedback on own performance;
3.13	Helps to develop stretching but achievable objectives;
3.14	Provides praise and constructive feedback to others;

3.15	Gives help and coaching to less experienced colleagues;
3.16	Learns from the skills and experience of others;
4	WORKING IN PARTNERSHIP
	Team Working
4.1	Shares information with colleagues to deliver objectives
4.2	Contributes to a positive team spirit and health working environment;
4.3	Actively contributes ideas in team meetings or discussions;
4.4	Appreciates the demands on team colleagues and willingly provides them with support;
4.5	Can agree to compromise where appropriate.
	Internal Working
4.6	Understanding the key functions of PDAP service areas;
4.7	Recognise the advantages of working with others across the organisation;
4.8	Builds strong working relationships, and seeks out views of people outside of their team;
4.9	Appreciates the authority level of PDAP and decision making processes of the organisation;
4.10	Shares information and knowledge with those outside of own team;
	External Partnership Working
4.11	Readily and effectively works with representatives of partner organisations;
4.12	Has a broad understanding of the wider partnership context with stakeholders and funders;
4.13	Recognises the importance to PDAP of active partnership