

# JOB PROFILE

<b>JOB TITLE</b>	ADMINISTRATOR	<b>REPORTS TO</b>	Business Support Manager
<b>JOB PURPOSE</b>	To ensure that SoLO Life Opportunities provides quality services that meets the needs of people with learning disabilities and carers, by giving administrative support to all areas of work		
<b>Role and Context</b>		<b>Need to do</b>	<b>Need to know</b>
<b>Key accountabilities</b>		<b>Key Performance indicators</b>	<b>Qualifications and experience (essential)</b>
<ol style="list-style-type: none"> <li>1. To provide administrative support to the Operations Team</li> <li>2. To assist in the provision of efficient, effective and responsive administrative support to aid recruitment of high quality staff and volunteers</li> <li>3. To assist in the provision of administrative support for fundraising, exhibitions &amp; publicity opportunities</li> <li>4. To enter project register data onto CRM / database on regular basis, ensuring that records are kept up to date for statistical purposes</li> <li>5. To support regular mailings, promotions and events</li> <li>6. To provide administrative support to the finance function as and when required</li> <li>7. To make sure that all necessary materials and equipment are made available to support a busy office and project activities by monitoring supplies and keeping all working areas tidy</li> <li>8. To assist in ensuring that IT systems are working efficiently, effectively and within legislation reporting any breaches to the appropriate person.</li> <li>9. To have responsibility for the meeting room diary and ensuring meeting room is fit for purpose</li> <li>10. To keep up to date with all aspects of SoLO's activities and to gain any necessary skills by attending any relevant meetings and training sessions.</li> <li>11. To assist in the support of any volunteers placed in the office environment</li> <li>12. To ensure that the public interface with SoLO via telephone calls, dealing with visitors or by written communication, is courteous, professional and welcoming</li> <li>13. To undertake other duties as may arise from time to time as directed by the Line Manager</li> </ol>		<ul style="list-style-type: none"> <li>• Operations are supported with appropriate level of administrative back up</li> <li>• Positive feedback from project staff</li> <li>• Statistical information logged in timely fashion</li> <li>• All SoLO venues are safe and well maintained</li> </ul>	<ul style="list-style-type: none"> <li>• Working as a team member</li> <li>• Literacy and Numeracy skills (level C/2 or above)</li> <li>• Telephone/Customer Service</li> <li>• IT knowledge and, in particular, Microsoft Office and other IT packages.</li> <li>• Experience of using CRM database /Excel.</li> </ul>
		<b>Relationships</b>	<b>Qualifications and experience (desirable)</b>
		<b>Internal</b>	<ul style="list-style-type: none"> <li>• Business Admin level 2/3</li> <li>• Use of social media and websites</li> </ul>
		<ul style="list-style-type: none"> <li>• Operational Staff/Volunteers</li> </ul>	
		<b>External</b>	<b>Need to be</b>
		<ul style="list-style-type: none"> <li>• Parents/Carers/Members</li> <li>• Contractors &amp; External Agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Person Centred Approach</li> <li>• Innovative</li> <li>• Enthusiastic and positive</li> <li>• Good Interpersonal skills</li> <li>• Respects confidentiality</li> <li>• Self-motivated and self-starter</li> <li>• Flexible and adaptable to changing demands and new challenges</li> <li>• Works with integrity</li> <li>• Good planning and organisation skills</li> </ul>
		<b>Decision making</b>	
		<ul style="list-style-type: none"> <li>• Ability to think on feet and use initiative</li> </ul>	