

JOB PROFILE

JOB TITLE	ADMINISTRATOR	REPORTS TO	Business Support Manager
JOB PURPOSE	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		
Role and Context		Need to do	Need to know
Key accountabilities		Key Performance indicators	Qualifications and experience (essential)
<ol style="list-style-type: none"> 1. To provide administrative support to the Operations Team 2. To assist in the provision of efficient, effective and responsive administrative support to aid recruitment of high quality staff and volunteers 3. To assist in the provision of administrative support for fundraising, exhibitions & publicity opportunities 4. To enter project register data onto CRM / database on regular basis, ensuring that records are kept up to date for statistical purposes 5. To support regular mailings, promotions and events 6. To provide administrative support to the finance function as and when required 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 8. To assist in ensuring that IT systems are working efficiently, effectively and within legislation reporting any breaches to the appropriate person. 9. To have responsibility for the meeting room diary and ensuring meeting room is fit for purpose 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. 11. To assist in the support of any volunteers placed in the office environment 12. To ensure that the public interface with SoLO via telephone calls, dealing with visitors or by written communication, is courteous, professional and welcoming 13. To undertake other duties as may arise from time to time as directed by the Line Manager 		<ul style="list-style-type: none"> • Operations are supported with appropriate level of administrative back up • Positive feedback from project staff • Statistical information logged in timely fashion • All SoLO venues are safe and well maintained 	<ul style="list-style-type: none"> • Understanding of the needs of people with learning disabilities, their parents and carers • Working as a team member • Literacy and Numeracy skills (level C/2 or above) • Telephone/Customer Service • IT knowledge and, in particular, knowledge of Office and other IT packages. • Experience of using CRM / database.
		Relationships	Qualifications and experience (desirable)
		Internal	<ul style="list-style-type: none"> • Business Admin level 2/3 • Use of social media and websites • Working with people with learning disabilities
		External	
		<ul style="list-style-type: none"> • Parents/Carers/Members • Contractors & External Agencies 	
		Decision making	Need to be
		<ul style="list-style-type: none"> • Decisions can be taken on some operational aspects of office functions with agreement from line manager 	<ul style="list-style-type: none"> • Person Centred Approach • Innovative • Enthusiastic and positive • Good Interpersonal skills • Respects confidentiality • Self-motivated and self-starter • Flexible and adaptable to changing demands and new challenges • Works with integrity • Good planning and organisation skills