



Our Vision

Life is great for children and young people

Our Mission

Provide a range of support services for children and young people who have not had a fair deal in relation to housing, homelessness, mental health and participation

Our Ethos

We need each other to make life work

Our Values

We make our own choices

We take risks

We make mistakes and learn

We recognise our differences and challenge judgments

MACS SUPPORTED HOUSING SERVICE

JOB DETAILS

Job Title:	Office Administrator
Funding:	Funded by the Supporting People Housing Executive
Special Conditions:	Full Time Permanent
Responsible to:	HR & Admin Manager
Location:	303 Ormeau Road Belfast BT7 3GG
Hours of Employment:	35 hours per week
Salary:	£17,425 & pension at 4% of salary
Holidays:	30 Days

JOB DESCRIPTION / PERSON SPECIFICATION

ROLE OVERVIEW

As Administrator you will be part of the HR and Administration team and have responsibility for the management of all administrative and support functions of MACS. This means taking responsibility for organising and co-coordinating administrative activities to ensure organisational effectiveness and efficiency. It is essential you have a high level of attention to detail and accuracy and an excellent working knowledge of ICT Systems.

CORE DUTIES AND RESPONSIBILITIES

- Provide telephone and reception arrangements, which are welcoming to young people, professionals and visitors
- Provide Administration support to the Board of Directors
- To provide facilities management for each office, maintaining the condition of the office and arranging necessary repairs
- To maintain and manage ICT equipment, facilities and systems – mobile phones, landlines, laptops, desktops and other mobile devices
- To maintain and manage MACS Staff Portal(intranet)
- To assist in the management of PAMS HR system
- To plan and deliver inductions in relation to ICT Systems
- To assist the HR & Admin Manager to manage and maintain the Health and Safety Regulations for the organisation including weekly office Health and safety checks and fire alarm testing
- To assist in the maintenance of all digital staff personnel files
- To assist in the management and administration of all recruitment drives
- To handle correspondence and enquires
- To maintain the information and filing system
- To process incoming and outgoing mail
- To maintain room booking appointment diaries and reminder systems
- Ensuring effective communication systems throughout the organisation

- Collation, production and distribution of organisation information and documentation
- Provision of administrative support to all staff
- To have a role in organising conferences, seminars, workshops and preparing materials and delegate packs for same including registration
- General office duties including the typing of all correspondence, minutes, reports etc.
- Other general office duties which include ordering office consumables, managing, general computer data inputting, organising meetings, provide refreshments to visitors to office and photocopying
- Assist with the preparation and delivery of marketing campaigns on a regular basis in addition to utilising social networking websites to promote the business. Carry out regular updates of company website with news and information
- To attend fortnightly team meetings
- To develop a knowledge and understanding of and work towards the attainment of Team Balanced Score card and organisational aims and objectives
- To meet with the HR & Admin Manager for monthly supervision
- Any other duties suitable to the post

PERSONAL REQUIREMENTS

- The ability to function in a multi-task environment, whilst meeting required time scales.
- Ability to plan and prioritise workload of self and good time management skills
- Excellent communication skills including good telephone manner
- High level of attention to detail and accuracy
- Good interpersonal and team working skills with a flexible and adaptable attitude to work.
- Able to be a self-starter with the ability to use initiative
- The ability to understand and work in accordance with MACS ethos and value base.
- The ability to communicate effectively to a wide range of people, including young people, verbally and in writing.
- The ability to accept direction and supervision.
- The ability to maintain a comprehensive and up to date written record of work undertaken.
- To have the commitment to undertake relevant training.

- To work as a team member and assist in developing and shaping the Service to meet user need and strategic objectives.
- Good time keeping skills.
- To represent the agency in a professional manner.
- To bring enthusiasm and commitment to MACS.

PERSON SPECIFICATION

SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER	
EXPERIENCE	
A minimum of 2 years' experience of Administration	ESSENTIAL
Educated to GCSE level (grades A-C) to include Mathematics and English language (or equivalent)	ESSENTIAL
3 year's full time experience of Administration	DESIRABLE
Experience of working in the Voluntary sector	DESIRABLE
KNOWLEDGE	
Computer literate with experience of using a variety of software, in particular Microsoft Word, Excel, Outlook, Access, Power Point and Publisher	ESSENTIAL
SKILLS	
Able to demonstrate excellent written skills	ESSENTIAL
Excellent IT Skills with experience of maintaining and managing ICT equipment, facilities and systems	ESSENTIAL
PERSONAL QUALITIES	
To work on own initiative and as part of a team	ESSENTIAL
To make your own decisions and work under pressure	ESSENTIAL
To be resilient and compassionate in a challenging environment	ESSENTIAL
VALUES	
To work within the ethos, culture and values of MACS	ESSENTIAL