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| **JOB DESCRIPTION** | **Administrator – Prevention Services** |
| **RESPONSIBLE TO** | Service Manager (Prevention Services) |
| **LOCATION** | Magherafelt (This location may be subject to change after location review) |
| **LENGTH OF POST** | 1 year with possible extension |
| **HOURS** | 35 hours |
| **SALARY** | NJC Point 11 £15,507 plus 4% pension |
| **OVERALL PURPOSE**  To provide effective and efficient administration support, developing and maintaining appropriate administrative systems and acting as first point of contact for service referrals to ASCERT Drug and Alcohol services.  To undertake reception duties, acting as a first point of contact for all incoming callers and visitors to ASCERT, delivering a high level of customer service. | |
| **KEY RESPONSIBILITIES** | |
| **Reception Administration Support** | |
| To undertake reception duties, ensuring each customer approaching ASCERT receives a high level of customer service. | |
| Liaising with the public, providing customers with accurate information and signposting to ASCERT services/ other service providers. | |
| Preparation of rooms for events and facilitate room bookings for services. | |
| Undertake regular ordering of goods and services for ASCERT, ensuring value for money. | |
| Maintain accurate and timely purchasing records. | |
| Maintain ASCERT IT resources, information resource and stationary supplies. | |
| Maintain cleanliness of ASCERT premises. | |
| Support ASCERT health and safety processes. | |
| **Services Administration Support** | |
| Develop administrative systems for the effective management of information along with service managers and staff. | |
| The collection and recording of services monitoring and evaluation information. | |
| The day to day financial recording of service information. | |
| Ensuring effective communication with ASCERT clients and customers. | |
| Provide support function for the marketing and promotion of services. | |
| Provide written reports to management as required. | |
| The administration of service petty cash. | |
| Maintain records of ASCERT services in ASCERTs information management system. | |
| To record minutes of meetings as required. | |
| Maintenance of customer databases. | |
| **To Carry out other responsibilities that may be required, as commensurate with the post.** | |

This job information is not intended to be either restrictive or definitive. It is important to note that the responsibilities of the post may change to meet the evolving needs of the services that the charity provides

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| **PERSON SPECIFICATION** |
| **The following ESSENTIAL criteria must be clearly evidenced in section (1) in the application form. Failure to do so will result in a candidate not being selected for interview.**  **All essential criterial will be assessed at shortlisting stage.** |
| 1. Professional training:   Three GCSE’s (or equivalent) at grade C or above, including Maths and English. |
| 1. Experience:   At least 2 years recent experience maintaining administrative systems in a busy office environment. |
| 1. Excellent IT Skills and use of Microsoft Office including Excel, Word, Outlook and Access. |
| 1. The ability to multitask effectively and work well under pressure. |
| **The following DESIRABLE criteria should be evidenced in section (2) in the application form.**  **Some or all of the desirable criteria may be assessed at shortlisting stage.** |
| 1. 2 years’ experience providing administration support to client focussed health services. |
| 1. Experience of working in the voluntary or community sector in an administration role. |
| **The following Criteria will be assessed at interview stage only** |
| 1. Experience of dealing with the public and with confidential information. |
| 1. Excellent oral and written communication skills |
| 1. Excellent interpersonal skills and the ability to build and maintain effective internal and external working relationships |
| 1. Sound planning and organisational skills to work proactively with minimum supervision to achieve deadlines and objectives |
| 1. Empathy with ASCERT’s purpose and values |