**Job Description**

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| **Title of Post** | **Project Administrator with HR responsibilities** |
| **Base** | Crumlin Community Hub |
| **Salary** | £24,960 pro rata £12 p/h |
| **Hours** | 24 hours, 4 year fixed term contract (extended subject to continued funding |
| **Purpose of Post** | To work within A Safe Space to be Me at Crumlin Community Hub providing administrative support to the office and or service(s) and be the first point of contact for the office and or Service(s) |
| **Responsible to** | Directors |
| **Limits of Authority** | To act within the policies and other regulations as laid down by ASSTBM Management Committee |

**Key responsibilities:**

1. Reception
2. Administration of record keeping
3. Finance
4. General Administration
5. HR responsibilities

**Key Activities**

1. **Reception**

* To provide or assist in providing telephone and reception arrangements which are welcoming to children, young people, families and individuals. This involves applying sensitive listening skills and providing a calm influence, particularly when users are agitated possibly angry and confused – and will require accurate feedback of any remarks or actions to appropriate staff where the post holder has cause for concern.
* Process incoming and outgoing mail and deal with deliveries.
* Maintain Reception and waiting areas in a clean tidy and welcoming condition.
* Maintain a diary of events, meeting and the locations of staff as required.

1. **Administration**

* To develop and maintain records, both electronically and manually.
* To update attendance records via an electronic or paper system.
* To update and maintain records of service user’s attendance and outcomes
* To produce statistical reports as required including generating reports from the electronic registration system.

1. **Finance**

* Ensure payments are made as appropriate and deal with any queries arising if required
* May be responsible for administering and reconciling petty cash floats as required.

1. **General Administration**

* Arrange meetings and take minutes when required including the circulation of minutes and associated papers.
* Arrange appointments as required
* Provide cover as required
* To provide general administrative support as required, including opening and closing the building.
* Provide administrative support as required.
* Any other duties commensurate with the grading and as required by Senior Management.

1. **HR responsibilities (training will be provided if candidates have no HR experience)**

* Management of volunteers and trainee counsellors
* Data Entry and Record Keeping:
* Maintain accurate and up-to-date employee records, including contact information, job classifications
* Scheduling and Calendar Management
* Coordinate meetings, schedule interviews for prospective hires, ensuring efficient use of time and resources.
* Document Preparation and Management:
* Prepare, organise, and store HR documents, such as new hire paperwork, policies, and procedure manuals, ensuring they are accessible and up to date.
* Communication Support:
* Assist in distributing internal communications, handle routine correspondence, and respond to basic HR-related queries from staff.
* Assistance with Recruitment Processes:
* Help post job ads, collect CVs, and perform initial screening of candidates to facilitate the recruitment process for HR managers.

This Job description and Personal Specification reflect the duties of the post as they exist at this time and

may be subject to change based on the needs of the organisation. The post-holder may be required to

undertake other duties commensurate with the salary and competence requirements of this post from

time to time as required.

NB. All candidates must have access to a car for the purpose of this role

**Pre-employment checks will be required for the role.**

PERSON SPECIFICATION – Administration Assistant

| **Specification** | **Competence / understanding** | **Skill/ Knowledge** |
| --- | --- | --- |
| Well-developed numeracy and literacy skills  Substantial experience of IT systems including the use of Word, Excel and database systems  Substantial experience of general office procedures  Substantial experience of data inputting, maintaining records and producing statistical reports.  Substantial experience of telephone/reception duties | Planning and organising to ensure the successful achievement of results through effective planning and management of resources  Enthusiastic approach especially in the use of IT and willingness to undertake training in order to ensure the competency level required for this role. | Level 3 in business administration or equivalent **OR** 2 years relevant experience in a community organisation  Organisational awareness  Ability to model required behaviours  Ability to maintain strict confidentiality and work within data protection guidelines  Ability to work effectively as a member of a team and on own initiative  Ability to work in a thorough and systematic way, paying attention to detail  Ability to communicate effectively with staff, young people, individuals and visitors  Ability to deal with constant interruptions from staff and visitors  Ability to prioritise own workload and meet tight deadlines |
| Candidates should be able to recognise the unique potential that individuals from differing backgrounds, experiences and perspectives bring to A Safe Space to be Me, utilising individual performance, responding to changing working practices and acknowledging the changing service user/client base that the organisation operates with.  Minimum certificate in Counselling Skills is essential | Demonstrate professional and well-developed interpersonal skills, thereby enabling effective responses to a diversity of individuals, cultures and environment. | Gives the service user confidence in what is done/said  Inspires service user’s trust  Is committed to helping the service users  Takes action to improve |
| Knowledge and experience of developing and maintaining contacts with other agencies/organisations.  Demonstrate the ability to work as part of a team. | Demonstrates professional and well-developed skills  interpersonal skills, influencing others and managing conflict  Team working and collaboration: Working with others to deliver added benefits to the team and service users. | Builds relationships  Works collaboratively  Behaves fairly  Supporting others |
| Ability to undertake an acceptable Access NI screening.  Able to have use of a car for the purpose of undertaking the role.  Ability to work flexibility as the role requires |  |  |