



JOB DESCRIPTION – INTENSIVE SUPPORT ADMINISTRATION COORDINATOR (MATERNITY COVER)

LINE MANAGER Intensive Support Manager

HOURS OF WORK 30 hours per week

OVERALL AIM OF THIS POST:

The Intensive Support Administration Coordinator is appointed to be accountable for the administration of all day-to-day Intensive Support processes, to ensure their smooth, effective and timely implementation.

KEY STAKEHOLDERS

- Operations Manager
- Gloucestershire Mentoring Programme - Programme Coordinator
- All Intensive Support staff and volunteers
- Senior Management Team
- Finance and HR Assistant
- Other Service Delivery staff
- Members of other staff teams
- Young people and/or families accessing the service
- Members of statutory or non-statutory organizations known to The Door
- Members of the general public

SPECIFIC DUTIES AND RESPONSIBILITIES

Coordination and administrative support for the Intensive Support Team

- Provide general administrative support across the Intensive Support team
- Ensure that all Intensive Support team processes and timescales are adhered to
- Coordinate and administrate the recruitment and training of Intensive Support volunteers following Safer Recruitment processes
- Be the initial point of contact for referrals to the Intensive Support service
- Arrange meetings between service users and staff as requested by the team
- Be the initial point of administrative support and contact for Intensive Support volunteers
- Arrange meetings between volunteers and staff as requested by the team
- Administrate and contribute to the development of training courses including e-learning
- Arrange the production of 'Triple P' courses and materials
- Support the Intensive Support team in managing their diaries, booking meetings as needed
- Process paper and electronic forms as required (e.g. information sharing and consent) in accordance with The Door's data protection policy
- Collaborate with the Finance and HR Assistant to ensure that all Intensive Support staff are up-to-date with their training needs and are scheduled onto courses
- Provide administrative support for volunteer activities including evening and weekend meetings, attending as required
- Arrange production of Intensive Support materials for service users
- Deliver existing programmes and contribute to the development of innovative ways of working to meet recognised needs
- Contribute towards a strategic vision for the Intensive Support department



Record keeping, reporting and administrative system

- Keep the Intensive Support Salesforce database records up-to-date
- Keep well-organised files and records of Intensive Support team activity
- Coordinate Intensive Support contributions to periodic Service Delivery reports and produce external Intensive Support reports as required
- Collaborate with the Operations Manager to present data for internal and external reports
- Attend and take minutes of meetings as required
- Contribute to the development of administrative systems to increase departmental efficiency

Intensive Support PR and marketing

- Make ad-hoc updates to social media pages for the Intensive Support team in collaboration with the Operations Manager and Intensive Support Team members
- Arrange production of marketing materials including posters, flyers, leaflets and cards
- Collaborate with the Operations Manager to ensure that Intensive Support activities are represented within the marketing strategy of The Door.

Specific Project Support

- Provide administrative support as needed to the Gloucestershire Mentoring Programme - Programme Coordinator (to account for up to 7.5 hours per week)

General administration

- In conjunction with the Operations Manager
 - Be 'first contact' for the charity – answering phone and door enquiries
 - Be familiar with all of The Door's services in order to answer callers' queries
 - Take messages and check answerphone messages
 - Handle incoming and outgoing post
 - Manage room and hot desk bookings
 - Attend regular administrative check-ins with Intensive Support project leaders
- Contribute to the development of innovative ways of working to meet recognized needs
- Support the Operations Manager in collating and distributing newsletters and website content and maintaining The Door's mailing lists
- Assist in the administration and running of events and meetings including the annual awards night.
- Assist in the administration and running of fundraising events and general meetings
- Managing general housekeeping activities including
 - Ordering and stock management of refreshments and cleaning supplies
 - Monitor and manage stationery and photocopier consumables
 - Preparing meeting rooms and organising refreshments
 - Maintaining a pleasant and tidy working environment
- Deputise for the Operations Manager in their absence
- Any other tasks commensurate with the role

Safeguarding, security, site safety and governance

- Be aware of child protection/safeguarding matters
- Collaborate with the Operations Manager to ensure all staff and volunteers have up-to-date DBS checks and safeguarding training. Arranging DBS checks and renewals as required.
- Manage on-site security/visitor protocol including the production of ID badges
- Maintain a safe and friendly working environment



- Ensure that Health and Safety guidelines are adhered to

Personal performance and professional development

- Attend regular supervision sessions
- Monitor impact of own work and performance against agreed KPIs
- Be responsible for own professional development

PERSON SPECIFICATION

ESSENTIAL

- Previous team administration experience
- High level of IT competence, including proficiency with MS Word, Excel, Powerpoint and Publisher
- Experience of data entry and use of CRM systems
- Knowledge of how to use office equipment including photocopier, laminator, shredder etc.
- Good verbal and written communication skills with the ability to influence both adults and young people
- Able to self-motivate and work alone as well as in a team
- Able to organise own time and work on own initiative, maintaining clear and appropriate boundaries.
- Able to be self-critical and work within an environment of mutual accountability
- A commitment to personal development and own physical, mental and spiritual wellbeing
- Value and be able to work with Christians and non-Christians from different traditions and backgrounds

DESIRABLE

- Relevant professional experience or qualification
- An awareness of the issues facing vulnerable young people.
- Previous experience of ensuring effective implementation of processes and systems
- Have the skills to network with and relate to people from a range of local and statutory organisations
- Experience in developing new and innovative schemes of work
- Experience of producing marketing materials – posters, leaflets etc.