

Alana House Administrator Job Description

Line Manager: Alana House Manager

Having regard to the nature and context of the work, there is a genuine occupational requirement permitted under the Equality Act 2010 that this post is only available to women.

The Role

PACT currently has two community projects, Alana House women's community project and Bounce Back 4 Kids. Alana House is a women specific support project supporting vulnerable women with complex needs and those at risk of offending to help them make changes in their lives and Bounce Back 4 Kids is a support programme for children and families affected by domestic abuse.

PACT's communities work aims to empower beneficiaries to take control of their lives by identifying the underlying issues related to their problems and facilitating a positive plan of approach to address these issues and work towards improving personal circumstances and outcomes.

The Alana House Administrator will provide administrative support for the Alana House team and service provided. The Administrator will process new referrals, input data on the Lamplight database and set up and maintain Excel spreadsheets. They will maintain the service delivery diary, liaising with the team and external partners as required.

The post holder will arrange internal and external meetings, coordinate agendas and take minutes. The role includes some PA support to the Alana House Manager and Head of Communities. The post holder will also complete general office duties including answering the phone and door buzzer, ensuring the office has resources and stock, and reporting any maintenance issues.

Key Tasks

○	Support the team with administrative requirements, working closely with the Database Officer, Support Workers and volunteers to ensure a coordinated approach to the service delivery. Offer direct support to the administrative volunteers as required
○	Acknowledge and process referrals, logging them onto the database and referral spreadsheet, chasing outstanding information as required
○	Support with triage calls and actions relating to referrals as required
○	Manage the Alana House email inbox, responding to enquiries and communicating with partners
○	As required, provide phone cover to take and log messages, deal with straightforward enquiries, and log calls from service users. Forward information or connect a service user with a support worker as required
○	Manage, with input from the Communities Team, the Delivery Calendar to ensure up to date programme activity information and staffing is presented clearly

O	Use Lamplight and other databases to ensure accurate data is maintained in a timely way, including: <ul style="list-style-type: none"> • Inputting data related to service delivery e.g. service user group session attendance • Supporting the team with inputting data effectively onto Lamplight • Creating, maintaining and closing of client records on the database • Ensuring that any other information systems are maintained • Contributing to monthly and quarterly reports and producing reports when necessary
O	Update case management documents as required and archive service user paperwork and electronic files in line with current policy
O	Schedule appointments and meetings, book meeting rooms, prepare agendas and take minutes in meetings
O	Provide PA support to the Alana House Manager to include; preparation of documents such as partnership agreements, external communication, answering general queries and diary management
O	Oversee the office day to day to ensure that a safe and pleasant working environment is provided. This includes liaising with colleagues in facilities and IT to report any issues, monitoring the testing of panic alarms and ensuring all team members are familiar with their use, and being the point of contact for support workers on outreach
O	General office duties including ordering resources and stock for the office and service delivery, processing invoices, and covering the office answering the door buzzer, etc
O	Implement protocols for visitors and professionals, including checking DBS's and records
O	Drafting and proof reading of reports and assisting in presentation of quantitative and qualitative information as required
O	Ensure information on the website regarding Alana House service is updated regularly and alert the Alana House Manager to any areas that need input or revision
O	Support and provide cover as required for the Database Officer, such as during annual leave
O	Maintain customer confidentiality and protect operations by keeping information confidential, working within GDPR guidelines.
O	To maintain detailed records as required and to operate within PACT's policies, procedures and guidelines; reporting any changes needed
O	To keep up to date with wider issues affecting vulnerable clients

Additional Duties

O	Undertake any other duties deemed commensurate with this post as directed by the line manager
O	Take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work

<input type="checkbox"/>	To safeguard and protect vulnerable adults and children in accordance with PACT's policies and procedures at all times
--------------------------	--

Person specification

Essential Attributes	
<input type="checkbox"/>	Experience of administration, ideally in a social care team
<input type="checkbox"/>	To be resourceful and creative in solving problems
<input type="checkbox"/>	Excellent communication skills – good written and verbal English essential. Any other languages advantageous
<input type="checkbox"/>	Strong organisational skills with the ability to prioritise workload in a busy environment whilst ensuring deadlines are met
<input type="checkbox"/>	Excellent customer service skills
<input type="checkbox"/>	Thorough knowledge of Microsoft windows including Outlook, Excel and Word, knowledge of the Lamplight database an advantage
<input type="checkbox"/>	The ability to type accurately and pay close attention to detail
<input type="checkbox"/>	Ability to work in a team environment and independently when required
<input type="checkbox"/>	Enhanced DBS check

Desirable Attributes	
<input type="checkbox"/>	Previous database and/or data capture administration experience in a team setting, ideally with experience of using a variety of systems
<input type="checkbox"/>	Excellent skills in creating and formulating spreadsheets
<input type="checkbox"/>	Experience in diary management and / or minute taking
<input type="checkbox"/>	Commitment to continuous personal development
<input type="checkbox"/>	Ability to respond to variety and challenge, with an open mind, flexibility and versatility
<input type="checkbox"/>	Ability to cope with pressure at times and demonstrate empathy with vulnerable people