



Independent lives



Job Pack

Office Administrator

Salary:	£5720 per annum
Hours:	10 hours per week (days to be agreed)
Type of contract:	Permanent
Location:	The role is office based in Worthing, West Sussex.
Reporting to:	Head of People

Overview of the role

This position is a job share, the overall purpose of the role is to assist in the day to day running of the office, assisting in all aspects of office administration.

- Process new starters, leavers and variations to contracts in line with Independent Lives procedures.
- Assistance to the HR team in scanning, filing and uploading of information, which will sometimes be of a confidential nature.
- Assistance with basic Information and Communication technology trouble shooting and problem resolution, including assistance in moving and set up of office hardware.
- Assistance with maintaining the document control of Independent Lives policies and procedures, job descriptions and other staff related documents.
- Administration and maintenance of systems for mandatory training and personal development of staff, including new starter organisational inductions
- Administration of meeting room bookings, car parking, ordering stationery and office consumables.
- Secretarial duties including minute taking for meetings where required.
- Undertake other office administration duties where required.
- Ensure accurate handovers are carried out with job share partner

Key responsibilities and accountabilities

1. General Office Administration

- 1.1. To work as part of the Central Services team to ensure entry the office is run smoothly for all staff and visitors
- 1.2. Ensure sign in book is present and current and ensure correct sign in and out to Fire Register.
- 1.3. Uphold the professionalism of the Independent Lives office whilst being welcoming, using initiative to assess the individual needs of the visitor.

2. Information and Communications Technology

- 2.1. Provide basic first line support, trouble shooting and problem resolution to all staff on ICT equipment, services and facilities.
- 2.2. Provide basic first line contact with external/outsourced IT service providers, including network infrastructure support and ICT support services.

3. Office Administration & Facilities

- 3.1. Deal with queries or problems in a diplomatic, proactive way.
- 3.2. Ensure all office consumables are available with adequate levels of supply
- 3.3. Support the HR & Facilities assistant with daily Health & Safety checks and health & safety administration

4. HR/Health & Safety Administration and Assistance

- 4.1. Support the Independent Lives board and committees and others in taking and writing up notes and minutes of meetings
- 4.2. Assist in the maintenance of HR administrative systems and records, following processes and procedures, including but not limited to annual leave entitlements, sickness absence records and confidential HR records.
- 4.3. Assist in the process of recruiting new staff, including but not limited to printing and collating standard letters, contracts and induction packs.
- 4.4. Maintain health and safety administrative documentation.
- 4.5. Assist in the accurate recording and maintenance of all staff training and personal development records
- 4.6. Assist in the facilitation of annual mandatory training, including but not limited to Safeguarding and GDPR.

5. General

- 5.1. The post holder is expected to work within and actively promote the mission, vision and values of Independent Lives to external stakeholders and staff members, and to comply with all Independent Lives policies and procedures

- 5.2. Annual objectives will be set for this role which will be used to monitor and evaluate performance within the appraisal system
- 5.3. Other tasks within the remit of the job may be required from time to time
- 5.4. The job description will be kept under review to ensure that it remains up to date
- 5.5. The jobholder will be consulted about any proposed changes to the role

Person Specification

Experience	Essential	Desirable
Experience of providing effective and efficient administrative support to a busy department in a sometimes demanding environment.	X	
Experience of working in an administrative role.		
Experience of working to high quality standards	X	
Experience or ability to explain required information in an easy to understand way	X	
Experience of working in a confidential HR environment.		X
Experience of working within a charitable organization or within a health/social care environment		X
Experience of working in a job share including providing accurate handovers of workload.		X
Values		
Person Centered - placing the customer at the heart of everything we do	X	
Inclusive - compassionate and understanding of others	X	
Innovative - A good listener and able to develop support to meet people's needs	X	
Excellence - Reliable and showing commitment to teamwork	X	
Qualifications, Education & Training		
Evidence of continuing professional development	X	
A recognised qualification in a relevant field at graduate or equivalent level.		X
Skills, Knowledge & Aptitudes		
Excellent face-to-face, telephone and written communication skills using plain English.	X	
Self-motivated with a strong focus on achieving targets and objectives with a 'can do attitude.	X	



Attention to clarity and detail of communications; maintaining accurate documentation.	X	
Proficient in use of MS Office 365	X	
Able to maintain confidential information and to deal with confidential and sensitive matters discreetly.	X	
Knowledge of HR, employment law and statutory allowances and requirements.		X
Good understanding of the social model of disability and willing to promote its ethos and principles.		X
Other		
Willing to undertake further training relevant to the post.		