**Job Description**

IAA and Training Administrator

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| **Salary:** | £23,332 |
| **Hours:** | 35 hours per week |
| **Type of contract:** | Permanent |
| **Location:** | The role is office based in Worthing, with occasional travel required around West Sussex |
| **Reporting to:** | Support service team lead |
| **Purpose of the role**  The Direct Payments Support Service (DPSS) **supports disabled people who receive Direct Payments to successfully recruit and train Personal Assistants and to support them to be good and effective employers.**  Overview   * To support disabled people to recruit their own Personal Assistants (PAs) who would provide them with health and/or social care support. * To provide advice, information and guidance over the telephone, on writing adverts to a high standard to attract the right applicants. * Research and test new recruitment initiatives * Ensure training paperwork is recorded/sent/uploaded/updated & certificates issued and monitored. | |

Key responsibilities and accountabilities

1. **Day to day service**

**1.1 General tasks**

* + Cover shifts in the office between 9am - 4.30pm & 9.30am – 5pm.
  + Respond effectively to telephone and other enquiries from disabled people and their support network, regarding training and their advertisements of PAs.
  + Monitor recruitment and training mailboxes and respond to internal & external enquiry emails.

**1.2 Recruitment tasks**

* + Process PA adverts for individuals who use our service including placing, editing and removing adverts on recruitment sites; being responsible for updating PA recruitment information on Independent Lives website and database.
  + To monitor job descriptions, person specifications and job adverts.
  + Have an excellent understanding of the recruitment workforce being applied for and sharing this information within the team.
  + To source the best recruitment advertising streams, including web and social media, updating and posting adverts as required.

**1.3 Training tasks**

* + Monitor trainee attendees and send reminders to ensure attendance to training.
  + Maintain detailed and accurate records of trainees, including ensuring all training requests are logged and monitored, including marking test papers, issuing certificates and invoices.
  + Update training on Independent Lives website and database.
  + Setting up Zoom/MS Teams sessions for training to be delivered online.
  + Ensure that any actions from training meetings are implemented and that records are kept up to date, including updating online test papers.

1. **Service Quality**
   1. Work always to Independent Lives quality standards
   2. Maintain good working knowledge of Independent Lives standard operating procedures including the feedback process.
   3. Ensure that individual performance targets and objectives for speed, efficiency and quality are met.
   4. Achieve satisfied customers.
2. **Reporting/Liaison**
   1. Responsible for ensuring that all standard processes are followed, that customer tools are used appropriately and that all database records are completed accurately and in a timely way.
   2. Provide monthly and quarterly training and recruitment feedback reports to the head of direct payments and personalisation, some data is downloaded from an external website.
3. **General**
   1. Annual objectives will be set for this role which will be used to monitor and evaluate performance within the appraisal system.
   2. Other tasks within the remit of the job may be required from time to time.
   3. The job description will be kept under review to ensure that it remains up to date.
   4. The jobholder will be consulted about any proposed changes to the role.
   5. 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.

**Person Specification**

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| Experience | Essential | Desirable |
| Knowledge or experience of recruitment and advertising | X |  |
| Experience of working in a customer service environment | X |  |
| Experience of working within a quality standards framework |  | X |
| Experience of working with Microsoft Dynamics CRM, SharePoint and other Microsoft products including PowerPoint | X |  |
| Values |  |  |
| Excellence – having integrity, accountability and transparency | X |  |
| Inclusive - compassionate and understanding of others | X |  |
| Innovative - A good listener and able to develop support to meet people’s needs | X |  |
| Community – Being part of a connected, supportive environment | X |  |
| Skills, Knowledge & Aptitudes |  |  |
| Self-motivated with a strong focus on achieving targets and objectives | X |  |
| Excellent face-to-face and telephone manner | X |  |
| Excellent written communication skills including using plain English | X |  |
| Good understanding of the social model of disability and commitment to promoting its ethos and principles |  | X |
| Experience of maintaining accurate and up to date records | X |  |
| Other |  |  |
| Willingness to work flexibly to meet the needs of the organisation and its customers | X |  |
| Well-presented | X |  |
| Willing to undertake further training relevant to the post | X |  |