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**Additional Information for post of Administration Assistant**

Please see attached an **Administration Assistant** job description and person specification. This is a generic role in use throughout the organisation and therefore Barnardo’s uses generic job descriptions and person specifications when advertising for such roles.

When completing your application form, please refer to the skills, knowledge and experience required as detailed in the **Person Specification** and also any further information included in this **Additional Information Sheet**. This should be done with an understanding of the context of the service described.

**Barnardo’s Beyond the Blue Service, Neath Emotional and Mental Wellbeing Services,** **Barnardo’s Western Bay Locality**

**Initial Location of Post**Barnardo’s Cymru

London Road,

Neath

SA11 1LE

**History of Service**

Barnardo’s is developing a portfolio of work within Neath delivering services funded by the Welsh Government’s Families First initiative. The services will provide a range of therapeutic interventions to children; young people aged 5 to 25 years and their parents. The service will work alongside other packages within Families First to provide support according to assessed needs. Work will take place at a range of locations throughout the locality and will be flexible in order to be able to provide a service during evenings and weekends as needed.

**Objectives of Service**

Barnardo’s Emotional and Mental Wellbeing service and Coping with Loss Service will provide Counselling and Therapeutic interventions to children and young people as well as their parents on an individual, group and family basis. The aim of the service will be to improve the emotional health and wellbeing and resilience of individuals and enable the development of effective coping strategies which will enable them to better cope with stresses and difficulties they may face.

**Initial Specific Responsibilities**

The responsibilities are as set out in the Job Description and Person Specification.

The post holder would be expected to work as part of an admin team and work to support services as and where required across the locality.

**SALARY**: £ 9,754.68 - £9,797.20 per annum

**GRADE: D11A**

**HOURS**: 21.75 hours per week – days of work to be agreed

Although this contract has a permanent status, please be aware that this post is subject to funding initially until 31st March 2020 (with a possible 2 year extension) and therefore should this funding not be extended further, you may be subject to a redundancy consultation or a TUPE arrangement.



**JOB DESCRIPTION**

Job Title: Administration Assistant

Department: Children’s Services

Section: Western Bay Locality

Reports to: Service Administrator

Key Responsibilities:

* General Administrative Duties
* Secretarial Duties
* Premises Management, where required

Key Activities:

General Administrative Duties

* To maintain appropriate record systems (e.g. children's case files, family files, volunteer files, management and administrative records). Also to maintain the Procedure Guide, Staff Directory and Staff Notes as required.
* To assist in the production of regular statistics/returns/forms on a range of topics.
* To provide or assist in providing telephone and reception arrangements which are welcoming to service users/members of the public and other visitors. This involves applying sensitive listening skills and providing a calm influence, particularly where users are agitated, possibly angry and confused - and will require accurate feedback of any remarks or actions to appropriate, more senior, staff where the post holder has cause for concern.
* To assist in the processing of invoices and Imprest claims for goods and services.
* In the absence of the Administrator, to open and close the building, ensuring that all windows and doors are secured.
* To provide other general administrative support as designated by the Service Administrator and Children’s Services Manager as appropriate.

**Secretarial Duties**

* To assist in the processing of incoming/outgoing post.
* To type letters and reports etc., using Word and Excel.
* To assist in maintaining appointment diaries and reminder systems.
* To arrange any meetings/appointments/events for visitors and external visits and provide all necessary facilities.
* To provide essential leave and sickness cover for the Service Administrator (e.g. passing invoices and expenses for payment, maintaining the petty cash system, receipt and banking of income).
* To attend Team Meetings as required (e.g. to take "non-casework" minutes).
* To provide other general secretarial support to the Service Administrator and Team within the broad parameters of the post and person specification.

**Premises Management,** where required

* Carry out regular testing of the emergency alarm system
* Report any building defects to the service administrator

This Job Description and Person Specification reflect the duties of the post as they exist at this time and may be subject to changed based on the needs of the Department Programme. 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.



PERSON SPECIFICATION

All criteria are essential unless indicated as desirable (D).

Job Title: Administration Assistant

**Please note:**

Applicants must demonstrate in their application form that they currently use the skills outlined below or have used them previously in employment, education, training, volunteering etc.

**Education/Knowledge**

* Good general education, with good written command of the English Language.
* To be articulate on the telephone.
* Knowledge of administrative procedures, e.g. minute-taking, preparing papers, ‘bring forward’, diary and other office systems.
* Knowledge of IT including Word processing and Excel.

**Experience**

* Working experience of above listed requirements.

**Skills/Abilities**

* Able to word process letters and other documents to OCR.RSA standard.
* Able to demonstrate computer skills to at least RSA CLAIT (or equivalent) standard.
* Able to demonstrate a good standard of literacy and numeracy.
* Able to work with confidential information.
* Able to work to tight deadlines.

**Circumstances**

* Able to work in a non-smoking environment.
* Able and willing to attend occasional courses, meetings and events outside of normal working base and hours if required.

**Barnardo’s Basis and Values, and Equality & Diversity Code of Conduct**

Actively demonstrate Barnardo's Basis and Values and Equality & Diversity Code of Conduct in all areas of work:

* Respecting the unique worth of every person
* Encouraging people to fulfil their potential
* Working with hope
* Exercising responsible stewardship

**Competencies**

* To be flexible and adaptable in the work situation.
* Able to pay attention to detail.
* To co-operate and work as a member of the team.
* Able to be creative and to use initiative in managing office systems and administrative procedures.
* Understanding and appreciation of the confidential nature of the work.
* Able to deal with staff and service users in a polite and sensitive manner.

Pre-employment Checks: Any Employment with Barnardo's will be subject to the following checks prior to your start date:

·     Receipt of References satisfactory to Barnardo’s.

·     A Disclosure and Barring Service (DBS) check (if applicable to the role)

-     If you have been living/travelling outside of the UK for 6 months or more a Certificate of Good Conduct (CGC) will be required if applicable to the role

**To be completed by the Pay and Reward Team / People Team**

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|  | **Name** | **Code** |
| **Grade** | 11A | AS.WA.D11A |
| **Job Family** | Administration/Support | A |
| **Job Sub-Family** | Administration/Other Support | AS |
| **Organisational Level** | Professional Level 1 | P1 |