

Job Description and Person Specification

Job title	Service Administrator
Project base	Lancashire (Accrington or Chorley to be agreed)
Hours & salary	30 hours per week £23,918 - £28,312 per annum pro rata
Accountable to	Area Service Manager

About Emerging Futures CIC

Emerging Futures works nationally with people affected by addiction, encouraging them to make positive changes to their lives.

We believe that no one should suffer the stigma associated with addiction, and that everyone seeking support should feel valued and respected.

We provide homes for people to connect with others and make the necessary changes to move towards independent, healthy living.

Our behaviour change services provide a confidential space to share experiences, and offer practical support to those who want to change.

The Emerging Futures accredited coach training develops the skills of our volunteers, motivating people to give back and reconnect with their community.

About the role

As Service Administrator you will provide wide-ranging administrative, financial and system support to staff and volunteers in our local teams to ensure the smooth running of services.

You will support the Service Manager and wider team to complete day-to-day administration tasks such as recruitment, housing benefit claims and asset management.

As part of the national administration team, you'll develop and improve organisation-wide processes and procedures.

You will play a key part in data collection and quality, ensuring internal and external deadlines are met.

Principal duties and responsibilities

Service delivery

You will be the first point of contact for commissioners, other services, landlords, neighbouring residents and members of the public who contact our services.

Your duties will include answering the phone and responding to emails, sorting the post, preparing papers for meetings, taking minutes and sending out actions.

You will update and maintain the referral tracking spreadsheet and allocate worker/staff members to individual referrals.

You will also order office consumable such as stationery and paper and service supplies such as first aid and drug tests.

Data and reporting

You will input service data accurately into our reporting systems and use this data to produce reports for our service managers and external partners.

You will work with the Head of Information and Data Analyst to ensure data quality.

You will ensure all data is stored safely and appropriately across the services, including documents held on Sharepoint and that it is protected and deleted in line with EF information governance and GDPR policies and processes.

You will maintain accurate and up-to-date records of our IT assets including phones and laptops. You will also work with our IT provider to solve technical issues with our IT systems.

Finance

Your finance duties will include coordinating staff pay and expenses submissions and monitoring sickness and absence levels. You will also be responsible for managing petty cash and other banking and finance processes.

You will support local teams to manage housing benefit claims and other tenant finances and payments.

Human resources

You will administer staff and volunteer recruitment and induction activities, including invitations to interviews, references, DBS applications and contracts and will coordinate staff training.

Generic duties and responsibilities

Confidentiality

Service user, volunteer and staff information is confidential. It is a condition of employment that staff do not use or disclose any confidential information obtained in accordance with data protection legislation.

Code of Conduct

All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession. Staff will promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

Privacy and dignity

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

Safeguarding

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers. Staff have a duty to ensure they are familiar with safeguarding policies, attend safeguarding training and know who to contact if they have concerns about an adult or child's welfare.

Health & safety

EF has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health & Safety legislation and policies relating to Health & Safety and Risk Management

Professional development

Staff must be committed to their professional development and keep up-to-date with relevant developments and legislation in the sector.

Skills and experience

Essential	Desirable
<p>Excellent organisational and interpersonal skills and a proactive approach to fulfilling your responsibilities and taking the initiative.</p> <p>Excellent transferrable skills around accuracy, attention to detail and spotting errors.</p> <p>Excellent IT skills and experience of using databases and other data management systems.</p> <p>Basic mathematical skills.</p> <p>Experience of general office procedures and administrative duties, including finance and petty cash systems.</p>	<p>Experience of coordinating and managing housing benefit claims and working with local statutory agencies to manage income and financial issues.</p>