Refuge Administrator

Job Description

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| **Job Title: Refuge Administrator** | | Version: 1 07/20 |
| **Reports to: Refuge Manager** **/ EDAN Lincs Manager** | | |
| **1** | **Purpose of Job**:   * To assist the Refuge Manager with the general administration of the EDAN Refuge including the day to day running. * Supporting the MARAC Manager one day a week. | |

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| **2** | **Main Responsibilities, Tasks and Duties:** |
|  | 1. To assist in the monitoring and maintenance of all information systems including Service User data, statistics, information and reports through the use of technology and systems |
|  | 1. To provide typing / word processing services and deliver services to promote self-esteem and positive emotional development. |
|  | 1. To provide general clerical support to staff as appropriate. This will include answering the phone, taking messages etc. |
|  | 1. To attend meetings as required by the Refuge Manager. |

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| **3** | **Supervision of People: None** |

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| **4** | **Creativity and Innovation:** |
|  | 1. Create an administrative culture and environment that is forward thinking and positive, thereby enabling efficiencies and improvements to the service to be implemented within all areas of business support |

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| **5** | **Contacts and Relationships:** |
|  | 1. To provide a high quality customer service to both internal and external service users within the organisation. |

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| **6** | **Decisions:** | |
|  |  | **Discretion –** *The post-holder has the following discretions:-*   * The post holder will be required to work on their own initiative; however approval of any financial information and payments will be agreed with the Refuge Manager prior to action * Work is within clearly defined procedures and advice is available. |
|  |  | **Consequences –** *The consequences of the post-holder’s decisions can be anticipated to impact on the following:-*   * Failure of administration processes |

| **7** | **Resources:** *The post-holder is personally accountable/responsible for the following:-* |
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|  | 1. The post holder will be responsible for proper use and security of data and record systems (both manual and computerized) |
|  | 1. Promote good practice in the management of all resources |
|  | 1. Identify the scope for improving the efficiency and effective use of resources |

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| **8** | **Work Environment** | |
|  |  | **Work Demands**   * Deadlines will need to be met (e.g. completing end of month statistics and reports) * A flexible approach to work as some out of hours meetings will need to be attended |
|  |  | **Physical Demands**   * Impact of workstation environment i.e. typing, VDU |
|  |  | **Working Conditions**   * The post holder will work within an office environment |
|  |  | **Work Context**   * Minimal risk of verbal or physical abuse from a service user or external threat posed from perpetrator of domestic violence (although highly unlikely) |

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| **9** | **Knowledge and Skills**: |
|  | 1. Business and administration skills |
|  | 1. Good IT skills including Microsoft Word, Excel and PowerPoint |
|  | 1. Good numeracy and communication skills (written and oral) |

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| **10** | **General:** |
|  | Full driving licence and the use of a car |

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| **Other Duties -** The duties and responsibilities in this job description are not exhaustive The post-holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be with the consent of the post-holder. |
| **Equal Opportunities -** The post-holder is required to carry out the duties in accordance with EDAN Lincs’ Equal Opportunities policies. |
| **Health and Safety -** The post-holder is required to carry out the duties in accordance with theEDAN Lincs’ Health and Safety policies and procedures. |
| **Safeguarding** – EDAN Lincs is committed to safeguarding and promoting the welfare of people experiencing domestic abuse, children, young people and vulnerable adults. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. **DBS, identity checks, references and qualifications will be verified for all employees.**  The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust. |

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|  | Name: | Signature: | Date: |
| Job Description written for EDAN Lincs by: | ....................…… | ....................… | .............. |
| Job Description agreed by: [Post-holder] | ....................… | ....................… | .............. |
| **Job Evaluation -** This job description has been compiled to allow the job to be evaluated using the GLEA Job Evaluation scheme as adopted by EDAN Lincs.  Note: Qualifications and Experience headings are included in the Person Specification | | | |