

Post Title	Support Services Administrator
Responsible to	CEO
Place of Work	Lifeworks College/Central Support Office (Dartington) and Sesame House (Torquay)
Responsible for	N/A
Hours	37.5 hours per week, 52 weeks per year
Salary	C03 £26,325.00 – C05 £27,007.50 per annum
Main Purpose of Job	
To provide general administrative support to all areas of the charity and to support the Operations Manager and other Managers with critical operational functions within the charity. This multi-faceted role requires a strong attention to detail and a commitment to maintaining compliance and efficiency across several key areas, such as health & safety, IT, GDPR, governance and property.	
Responsibilities	
General Administration Support: • Provide comprehensive administrative support to the Operations Manager and other services in the charity. This includes (but is not limited to) generalist admin, directing phone calls and emails, communicating with staff, scheduling meetings, monitoring and ordering supplies, liaising with external stakeholders, training support, etc. • Act as a central point of contact both internally and externally for any operational queries. • Maintain and update databases, records, and files as necessary, ensuring accuracy and confidentiality are upheld. • Support service areas with the implementation and roll-out of new systems, such as Care Control. • To minute take at any meetings as necessary, collating and distributing agendas and minutes prior to meetings. • Produce any reports for the Operations Manager as required. • Raise purchase orders for supplies and services and liaise with Finance to ensure payments are made in a timely manner. • To work in a proactive manner and complete tasks that may fall outside of your remit in to support the services. Health and Safety: • Support the Operations Manager with the logging, tracking and filing of incidents, accidents, health and safety concerns and any other risks, helping to organise remedial actions to mitigate risk where necessary. • Coordinate with external advisors and consultations regarding regular testing and reviews, and support with any health and safety audits or tests as required. • Ensure compliance and support the Operations Manager with training in health and safety procedures, logging compliance and flagging any risks to the Operations Manager. Governance and GDPR: • Support the service area managers with the supply of any information as instructed, to regulatory bodies, such as the Care Quality Commission. • Assist staff with any operational documents and company policies as necessary. Ensure all documents are properly filed and easily accessible.	

- Assist the Operations Manager in ensuring the company's data processing activities are compliant with GDPR principles.
- Maintain thorough filing and archiving systems, ensuring adherence to GDPR standards.

Property:

- Act as the first point of contact for all property-related maintenance and repair request.
- Collaborate with the Operations Manager and the service manager to plan repairs or work.
- Maintain a comprehensive list of approved contractors and suppliers for services.

IT and Data Security:

- Assist with the administrative tasks related to data breach reporting, ensuring timely and accurate documentation.
- Communicate any IT issues to our external IT support service regarding the support services, ensuring that they are resolved in a timely manner.

General

- Undertake training to maintain professional development and meet role requirements.
- Work effectively both independently and as part of a team.
- Maintain professional boundaries.
- Adopt a flexible approach to work duties, within an appropriate level of responsibility, carrying out duties as directed by Managers as required.
- To actively contribute to organisational cohesion, encouraging cross-team working, and problem- solving approach.
- Adhere to Lifeworks policies and procedures, including anti-discriminatory practices.
- To maintain awareness of, and ensure compliance with Lifeworks policies including safeguarding, confidentiality, health & safety, equality & diversity, financial and data protection.
- Carry out other work commensurate with position as required.

This job description is subject to review and may be modified as necessary. Any changes will be agreed with the postholder.

PERSON SPECIFICATION

Please ensure that you read the person specification carefully, as this will be used to assess candidates as part of the shortlist and interview process.

Minimum required standard E = Essential, D = Desirable

Criteria	E/D
Knowledge/Qualifications	
Educated to GCSE grade C (or equivalent) in Maths and English	E
Proficient in IT, especially in using Microsoft systems	E
Level 3 Diploma (or equivalent) in Business Administration	E
And understanding of confidentiality and GDPR guidelines in working practice	D
Skills/Experience	
Significant experience working as an administrator for a multi-site organisation	E
Excellent communication skills, both verbal and written.	E
Strong organisational skills.	E
A proactive and enthusiastic approach to tasks, with a methodical and accurate approach	E
Ability to work both independently and collaboratively as part of a team.	E
A proven track record of building and developing effective working relationships with colleagues and third parties.	D
Knowledge of CQC standards.	D
Able to prioritise and manage own workload to meet deadlines often accompanied by a range of competing demands.	E
Excellent communication and interpersonal skills and the ability to deal with all levels of staff across the Charity.	E
Be able to travel easily to our other sites.	E
Key Contacts	
Internal: CEO, Managers, HR and Finance staff, Service Managers, Service area staff External: external enquiries and agencies	