



**Job Title:** **Administrative Assistant**

**Department:** BCM's Housing Support for Older People

**Location:** 196 Duncairn Gardens, Belfast, BT15 2GN

**Main Purpose of Job:** To provide a range of administration support to all staff involved in the Housing Support for Older People Service.

**Reports to:** Project Manager

**Main Tasks of Job:**

**Specific Admin Duties**

- To maintain accurate and up to date records of annual leave, TOIL requests, sickness and training records.
- To ensure all typing tasks are completed in an accurate and timely manner.
- To maintain the services generic data base
- To ensure the outcomes measurement data base is updated as each assessment or service user review is completed.
- Monitor data bases and remind workers of due dates for reviews.
- Oversees the services filing systems.
- To effectively manage the use of stationery ensuring adequate stocks are available.
- Monitor, record and report the use of petty cash.
- Monitor and record the use of additional funds.
- Ensure effective cash handling procedures are followed.

**Communication.**

- To work as a member of the team and contribute to it's overall performance.

- To answer all phone calls, take messages and redirect as appropriate.
- To receive all emails and disseminate information to relevant workers.
- To post all necessary letters and correspondence, keeping a log of all outgoing and incoming correspondence.
- To use effective and appropriate communication with all others including service users and all visitors to the Project.
- To keep accurate and complete records consistent with policy and procedure.
- To compile weekly time sheets for each staff team and forward to the Finance Department.
- To maintain telephone communication as detailed in the lone working guidelines.

### **Quality**

- To prioritise own workload and manage time to ensure tasks are completed in a timely fashion and quality is not compromised.
- To use and maintain resources efficiently and encourage others to do so.
- To monitor the quality of own work and report any quality issues.
- To provide all relevant information to assist in the monitoring and evaluation, review and planning of the service.
- To work in accordance with all BCM's policies and procedures e.g. confidentiality, equal opportunities, whistle blowing

### **Promoting BCM**

- To always act in a manner to promote a positive and professional image of BCM
- To update Project relevant literature such as Information Packs, Leaflets and Welcome Packs as required.
- To understand and explain the ethos and purpose of the Housing Support Service and BCM to service users, the public and other professionals.
- To reproduce and ensure a stock of Project specific promotional literature is available at all times.
- To circulate BCM promotional material as appropriate.
- To design promotional materials to promote specific groups activities.
- To actively participate in BCM promotional events and relevant training

### **Health & Safety**

- To oversee health and safety responsibility monitoring for the office environment.
- To carry out health and safety risk assessments and alert others to potential risks.

- To ensure effective incident and accident reporting and recording.
- To facilitate the checking-in procedures for all lone working staff.
- To adhere to BCM health and safety policy.

### **Equality & Diversity**

- To recognise the importance of people's rights and act in accordance with legislation, policies and procedures.
- To observe and adhere to BCM's Equal Opportunities Policy ensuring a neutral environment is maintained.
- To adhere to BCM's harassment policy and maintain a harmonious working environment in which bullying or harassment does not occur.

### **Development of Self and/or Others**

- To take responsibility for own learning and take on active role in learning opportunities.
- To contribute to team training audits.
- To participate in supervision/feedback sessions and annual appraisals with your line manager.
- To contribute to the learning of others by helping with staff inductions, taking an active role in team meetings and sharing ideas and knowledge.
- To work alongside and support where relevant and appropriate the work and role of volunteers in BCM.

### **Other Duties**

- To carry out any other duties as specified by your line manager.
- To work alongside and support where relevant and appropriate the work and role of volunteers in BCM.
- To undertake all relevant training as required.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

## **GENERAL TERMS & CONDITIONS**

Duration: Temporary to cover Maternity leave

Hours: 25 hours per week.

Salary: BCM Scale Point 13-15 (£13,043- £14,297 per annum).

Holidays: 20 days per annum plus 12 Public Holidays pro rata.

Probation Period: Six months.

Pension: In line with current legislation, you will be automatically enrolled into the company pension scheme, providing you meet the relevant criteria.

Mileage: 40 pence per mile if required to use own vehicle.

Benefits: Childcare Vouchers  
Cycle scheme

Period of Notice: Less than six months service = 1 week  
Six months service or more = 1 month

Sick Scheme: Statutory Sick Pay (SSP)

You will be eligible for SSP during periods of certified sickness provided you meet certain qualifying conditions.

*If you require more details regarding the conditions of employment you will be given the opportunity at interview to discuss these and other matters.*

## **PERSON SPECIFICATION**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Minimum of 5 GCSE's or equivalent Grade A-D (including at least a Grade C in English and Maths)  and  RSA Stage II Word Processing (or equivalent)	
<b>Personal Attributes</b>	Ability to express clear and concise written and verbal information	
<b>Skills</b>	Recent and relevant administrative experience  Proven experience of using MS Office Suite (Word/Publisher/Access/Powerpoint)	
<b>General</b>	Ability to deal with staff at all levels and service users in a professional and confident manner  Good Level of spoken and written English  Ability to work as part of a team and maintain a good relationship with colleagues and follow instructions given by others  Flexible attitude to work and working hours	