



MACS is the leading specialist youth homeless charity in Northern Ireland. We provide 24/7 supported housing to young people leaving care and who are homeless, floating support to young people in the community, shared tenancies, prison resettlement, emergency assessment beds for 16 and 17 year olds and unaccompanied separated children, alongside wellbeing support.

## OUR VISION:

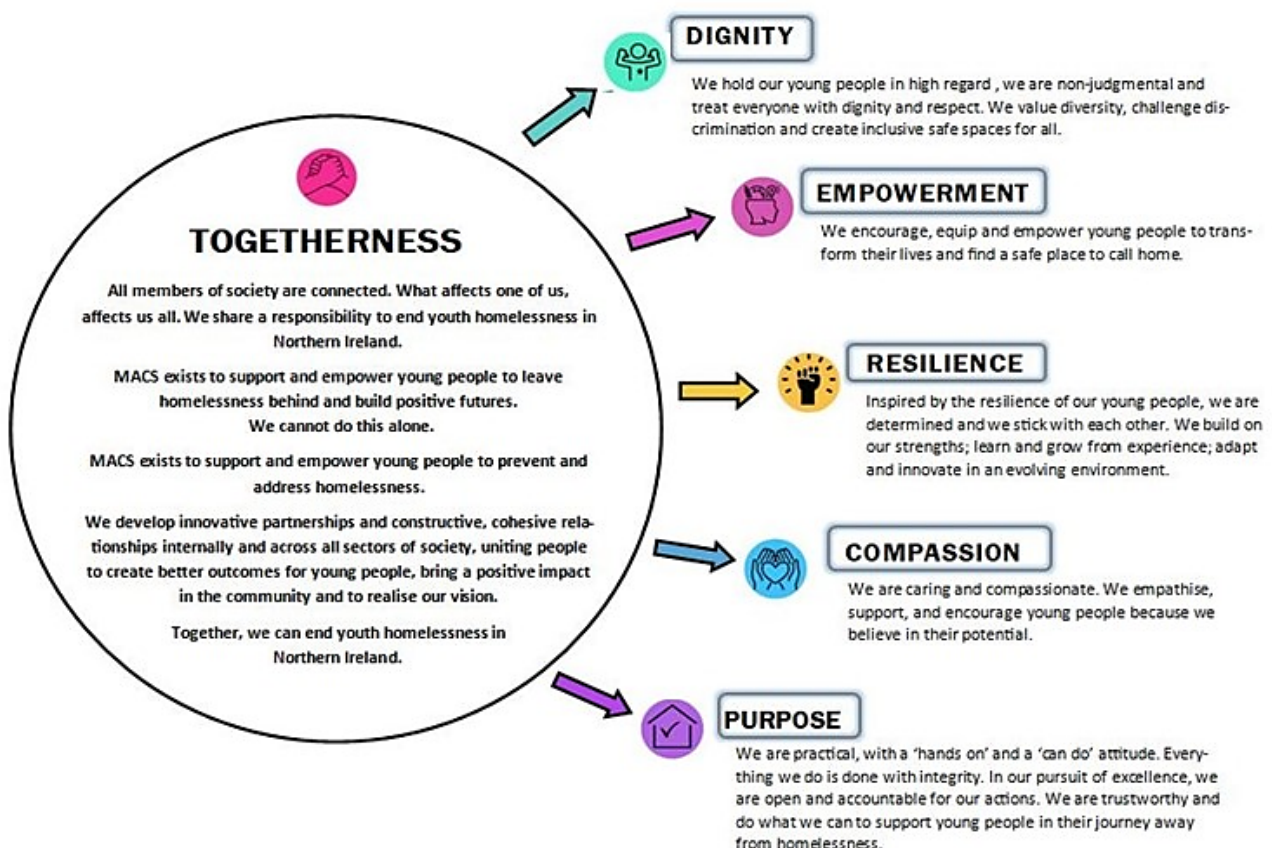
**An end to youth homelessness in Northern Ireland**

## OUR MISSION:

**Together we will empower young people on their journey to find a safe place to call home and build brighter futures.**

## OUR VALUES:

**Everything we do as an organisation is underpinned by our core values. We live these values in the way we interact with colleagues, children and young people and all external stakeholders.**



In MACS we encourage an interdependent way of living. We actively encourage personal and professional development so that our young people and staff can reach their fullest potential.

## **OUR CULTURE:**

***Interdependence*** – MACS recognise that as social creatures, we cannot exist totally independently from others.

***Personal Growth and Development*** - We invest in our staff and young people, challenge their thinking and encourage training to increase skills and knowledge.

***Learning from Mistakes*** - Our ethos and belief are that by examining what went wrong, we can improve and use the learning.

***Self Determination and Autonomy*** - MACS employ experienced and skilled staff that we trust to work effectively and safely with our young people.

***Judging Others*** - MACS recognizes that judgements are natural, however we ensure that ours are examined and explored in a way that results in a positive outcome for all.

***Communication*** - We have a friendly, relaxed, engaging and warm attitude that fosters positive communication between young people and the organization as a whole.

***Trust and Integrity*** - We earn trust from young people and other professionals by consistently delivering top quality services, underpinned by trust and integrity.

***Involving Yourself*** - MACS welcomes input from all staff and young people and encourages participation in having your say and embracing new opportunities.

**We expect all staff to commit to and embrace the vision, mission, values and culture of the organisation as defined above.**

## MACS CORPORATE SERVICES

### JOB DETAILS

<b>Job Title:</b>	Office Administrator
<b>Conditions:</b>	Part Time, Permanent
<b>Responsible To:</b>	Senior HR Officer
<b>Location:</b>	303 Ormeau Road Belfast BT7 3GG
<b>Hours of Employment:</b>	<b>Part Time:</b> 28 hours per week (on Monday, Tuesday, Thursday, Friday)
<b>Salary:</b>	<b>£23,114 pro rata</b> & pension at 4% of salary
<b>Holidays:</b>	36 days pro rata (increasing by 1 day (pro rata) per year of service up to a max of 41 days pro rata. Increase is effective from the 1st April each year, once a full year of service has been completed). <i>This holiday entitlement is inclusive of Bank/Public Holidays.</i>

### JOB DESCRIPTION

#### ROLE OVERVIEW

As Office Administrator you will be part of the HR and Administration team and have responsibility for all administrative, health and safety and support functions of MACS, including support to our Senior Management Team and Board of Directors. This means taking responsibility for co-ordinating administrative activities to ensure organisational effectiveness and efficiency. It is essential to have a high level of attention to detail and accuracy and an excellent working knowledge of ICT Systems.

**This Job Description demonstrates the job role, main duties and responsibilities to:**

#### **Office Administration**

- To maintain the welcoming atmosphere and culture in MACS to all young people, professionals and visitors, contributing to the overall positive experience and reputation of the organisation.

- To handle correspondence and enquires, providing telephone and reception arrangements, which are welcoming to young people, professionals and visitors.
- To ensure efficient processing of all incoming correspondence via mail in the organisation, maintaining accurate records of post in line with MACS Policy and Procedure.
- To ensure all central queries are carried out efficiently, with clear communication.
- Provision of administrative support to MACS Senior Management team.
- Collation, production and distribution of organisation information and documentation.
- To ensure all general office duties such as ordering office consumables, general computer data inputting, organising meetings, provide refreshments to visitors to office and photocopying are carried out effectively to ensure the smooth running of the head office.
- To maintain booking appointment diaries and reminder systems for MACS meeting rooms and organisational accounts.
- To have a role in organising conferences, seminars, training workshops and preparing materials and delegate packs for same including registration.
- Assist with the preparation and administration of marketing campaigns to promote the business.
- Ensure that the Belfast Office is a comfortable, safe, welcoming and suitable environment that is fit for use as the organisation requires.
- To support manager with maintaining Health and Safety responsibilities and regulations in MACS offices.
- Complete weekly checks of the MACS Head office, ensuring compliance with Health and Safety, Fire Safety and GDPR requirements.
- To provide facilities maintenance for MACS head office. Maintaining the condition of the office by arranging maintenance visits and necessary repairs.
- Organise, chair and administrate bi-annual Office Meetings so that staff feedback and suggestions are heard and implemented where possible for continuous improvement.

#### **Board of Directors Support**

- Provide administrative support to the Board of Directors Chair, Board members and the Company Secretary, including the organisation of meetings, preparation of agendas, minutes and papers. Liaising with Board, SMT and Managers as required.
- Attend all Board of Directors and Board Committee meetings to take minutes.
- Support the administrative compliance requirements- this will include ensuring timely filings and adherence to regulations set by Companies House and the Charity Commission.
- Ensure all governance documentation, including policies, are regularly updated and easily accessible.
- Support the functioning of Board committees by providing administrative assistance, preparing documentation, and ensuring follow-up on action items.
- Facilitate communication between the Board, Senior Management Team and other stakeholders to ensure transparency and accountability in governance processes.

## **Learning and Development**

- Reflection, personal and professional development both individually and as part of the team.
- To prepare and engage in monthly supervision and team meetings to work on agreed targets, alongside Line Manager.
- To prepare and update Learning and Development plan in relation to team and individual training needs.

## **Governance**

- To adhere to MACS Policies and Procedures as well as adhering to standards of conduct.
- Ensure health and safety standards and fire regulations are maintained and any concerns or repairs are reported promptly. To ensure the security and safety of the office.
- Working effectively within a team, ensuring information is communicated with Young People, staff and stakeholders as required.
- To ensure information is communicated in a timely and appropriate manner in line with GDPR guidelines.
- All relevant recordings are completed, and all information is stored and shared in line with MACS policies and procedures and stakeholder requirements.
- Ensure all information is communicated efficiently through the designated system, in line with Statutory and MACS requirements and processes.
- Ensure quality standards are maintained in accordance with QMT, RQIA and MACS internal processes.
- To work alongside other services to promote organisational ethos and objectives.
- To be pro-active in service development and promote the profile of MACS.

## **Other Duties**

- Be required to undertake any other duties to ensure the effective, safe delivery and development of services.
- Be flexible and willing to adapt to the changing needs of the organisation, always putting young people first.

## **PERSONAL REQUIREMENTS**

- The ability to plan and prioritise workload
- Excellent communication skills
- High level of attention to detail and accuracy
- Good interpersonal and team working skills with a flexible and adaptable attitude to work
- To demonstrate effective leadership skills
- The ability to understand and work in accordance with MACS ethos and values base
- The ability to communicate effectively to a wide range of people, particularly young people and stakeholders
- The ability to accept direction and supervision
- The ability to maintain a comprehensive and up to date written record of work undertaken

- To have the commitment to undertake relevant training
- To work as a team member and assist in developing and shaping the Service to meet Young People's needs and strategic objectives
- Good time keeping skills
- To represent MACS in a professional manner
- To work on own initiative and make decisions (autonomous) in a responsible and accountable manner
- To be resilient and compassionate in a challenging environment.

## PERSON SPECIFICATION

SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER		
CRITERIA 1	CRITERIA	ASSESSMENT STAGE
<b>OR</b> <ul style="list-style-type: none"> <li>• Business Administration Qualification with 1 years' experience of providing high-quality administrative support</li> <li>• 2 years' experience of providing high-quality administrative support</li> </ul>	<b>ESSENTIAL</b>	<b>SHORTLISTING</b>
<b>CRITERIA 2</b>		
<ul style="list-style-type: none"> <li>• Experience with minute taking. A fast, accurate type speed, including being able to sum up complex discussions concisely</li> </ul>	<b>ESSENTIAL</b>	<b>SHORTLISTING</b>
<b>CRITERIA 3</b>		
<ul style="list-style-type: none"> <li>• Application demonstrates excellent written skills</li> </ul>	<b>ESSENTIAL</b>	<b>SHORTLISTING</b>
<b>CRITERIA 4</b>		
<ul style="list-style-type: none"> <li>• Computer literate with experience of using a variety of software, in particular Microsoft 365, Word, Excel, Outlook, Access, Power Point and Publisher</li> </ul>	<b>ESSENTIAL</b>	<b>INTERVIEW</b>
<b>CRITERIA 5</b>		
<ul style="list-style-type: none"> <li>• Ability to demonstrate excellent communication and organisational skills while working in a busy office environment</li> </ul>	<b>ESSENTIAL</b>	<b>INTERVIEW</b>
<b>DESIRABLE CRITERIA</b>		
<ul style="list-style-type: none"> <li>• Experience of working in the Voluntary Sector</li> </ul>	<b>DESIRABLE</b>	<b>SHORTLISTING</b>