

HOME-START WIRRAL



Job Description: Administrative Assistant

Home-Start Wirral is committed to Equal Opportunities

Home-Start is a voluntary organisation committed to promoting the welfare of families. Volunteers offer regular support, friendship and practical help to families under stress in their own homes helping to prevent family crisis and breakdown

Job Title: Administrative Assistant

Employer: Home-Start Wirral, Woodchurch Lane, Birkenhead, Wirral, CH42 9PH

Pay scale: £10,920 (24 hours)

Responsible To: The Operations Manager.

Purpose of the job

- To provide administrative support
- To ensure accurate data inputting into our information management system

Main Duties

- Providing secretarial support to maintain efficient, accurate and confidential family and volunteer records
- Providing secretarial support to assist in the recruitment and support of volunteers
- General office duties including word-processing, photocopying, filing and mailing

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

The Home-Start Administrative Assistant is expected to work within the ethos of Home-Start and have high standards of practice. The need to respect confidentiality is paramount, as is a mature and flexible approach to the work. S/he will also be expected to attend occasional training. S/he will be required to take part in volunteer and family events.

Home-Start Wirral is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Person Specification: Administrative Assistant

| ESSENTIAL CRITERIA | SKILLS, KNOWLEDGE, EXPERIENCE ETC |
|-----------------------|--|
| 1 | Good standard of education (A level, GCSE, NVQ level 3 or equivalent) |
| 2 | Relevant secretarial/IT training (ECDL) |
| 3 | Relevant previous or current employment |
| 4 | Secretarial skills and experience, including typing accurately at a minimum of 40wpm and word processing |
| 5 | Proficient at using Information Technology |
| 6 | Home-Start Wirral uses Microsoft Office, and all admin staff will be expected to be proficient at using this system. |
| 7 | High standards of practice and presentation of work |
| 8 | Experience of administrative work |
| 9 | Ability to monitor and maintain own standards |
| 10 | Effective communication skills; written, verbal and telephone |
| 11 | Ability to work as a member of a team |
| 12 | Good telephone manner and ability to relate sensitively |
| 13 | Knowledge of and commitment to equal opportunities and anti-discriminatory practice |
| 14 | Understanding of the need for professional confidentiality |

| DESIRABLE CRITERIA | SKILLS, KNOWLEDGE, EXPERIENCE ETC |
|-----------------------|---|
| 15 | Experience of working in a confidential environment |
| 16 | An interest in the needs of children and families |
| 17 | Experience of working within a voluntary organisation |
| 18 | Experience of working in a large team |