

Encompass Southwest Ltd • Suite 1 • 2 Bear Street, Barnstaple • Devon • EX32 7BU • T: 01271 371499

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**Job Description**

**Administrator**

**Contract Type:** Permanent

**Hours of Work:** 9 hours per week (Mon, Wed & Fri 10am – 1pm)

**Salary:** £18,000 (Pro Rota)

**Pay Scale:** Scale 4/20

**Reports to:** Office & Finance Manager

**Purpose of the Role**

Encompass has seen significant growth over the past 18 months specifically with the introduction of its supported accommodation across Northern Devon and the introduction of Housing First. This role has been introduced to support the charities infrastructure by providing administration support to the Office and Finance Manager.

The Administrator role will be responsible for working closely with the Office and Finance Manager to ensure that all administration, HR and policies and procedures are up to date and positively supporting the frontline projects and back of house resources.

**Main Duties**

* Record all incoming mail and distribute and scan to projects as applicable
* Accept all new referrals for the projects including the supported accommodation and scan them onto Advice Pro (Data Recording Case Management System)
* Maintain all office supported housing H&S procedures including keeping updated equipment lists, reporting faults, repairs and maintenance to North Devon Homes for all supported accommodation units
* Maintain and keep up to date all insurances, council tax, TV licenses and utilities for the supported accommodation.
* Keep up to date records of all petty cash
* Banking of all cheques and cash donations and recording
* Maintain all Travel warrants and food parcels which are being distributed to clients
* Update the weekly on-call register including updating phone messages
* Oversee the safe removal of all confidential waste
* Update the supported accommodation rent spreadsheets (Top up & Housing Benefit)
* Maintain annual leave and sickness reporting
* Oversee all donations and thank you letters to individual and groups supporting Encompass
* Update social media accounts

**Other Duties and Responsibilities**

* Ensure that all aspects of the organisation’s activities are compliant with current data protection regulations and Encompass data protection policies making certain that client details and information remain confidential in accordance with GDPR.
* Work with the staff team to implement ESW’s Health and Safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers are aware of their responsibilities in respect of their role, monitoring information and recommending action as required
* To organise and, as far as is reasonable, administer own work, meeting deadlines and reporting requirements
* To undertake any other tasks, duties or projects which may arise from time to time which are commensurate with the general level of this post and as directed by the Chief Officer.
* Undertake other tasks deemed commensurate with the role so as to ensure the effective operation of Encompass.

**Person Specification:**

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|  | **Essential**  | **Desirable** |
| Qualifications & Training | Excellent communication skills both verbal and writtenExperience of working with:* Word
* Excel
* Office 365 (Teams, OneDrive and Share point)
* Electronic Calendars
* Word Press
 | GCSE grade C or above in English and Math’s |
| Experience | Experience of working within a similar administration position | Office experience of 2 years or more |
| Knowledge & Understanding | * understand the statutory requirements of legislation concerning Safeguarding, including Child Protection, Equal Opportunities, Health & Safety and inclusion
* be confident in the use of Excel, Word, email and database programs
* experience of banking and Petty cash procedures
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| Skills | The ability to work alone or as part of a teamPromote a positive working environmentBe able to use own initiativeBe able to prioritise workloads, excellent time management and organizational skills |  |
| Personal Characteristics | * knowledgeable and highly competent
* punctual
* approachable and empathetic
* creative and enthusiastic
* organised and resourceful
* committed
* of smart appearance
* have a sense of humour
* Flexible approach with wiliness offer to help to working team
 |  |

Signed (Employee):

Signed (Chief Officer):

Date: