

## Administration Manager Job Description

<b>Job Title:</b>	Administration Manager
<b>Reports to:</b>	CEO
<b>Location:</b>	1 Northleigh House, Thorverton Road, Exeter, EX2 8HF
<b>Working Hours:</b>	21.75 hours per week (0.6FTE)
<b>Salary Scale:</b>	£31,974FTE (£19,184 for 0.6FTE) SCP29

### Job Purpose:

To manage Devon Communities Together's internal HR and Support Services functions.

To manage the relationship with external HR Consultants (Worknest) on human resources functions including all policies and procedures, to ensure that we comply with all statutory and legal requirements in the delivery of our work.

To manage Support Services' delivery of office support activities, to ensure that all stakeholders are provided with excellent & efficient service

To manage a small team of support services staff and to provide support to DCT's Trustee Board and committee meetings.

To ensure that the office and working environment is safe and is run efficiently; to provide the best possible working environment for staff and stakeholders for the best value for money.

### Principal Duties and Responsibilities:

#### 1. Human Resources Operational Management:

To deliver DCT's operational HR functions - including monitoring and managing organisational policies and procedures in compliance with advice from DCT's external Human Resources Specialist Consultancy Service (Worknest).

- To ensure we comply with all statutory and regulatory functions, in compliance with advice from DCT's external Human Resources Specialist Consultancy Service (Worknest).
- To take a lead role in managing HR and employment administrative processes within the organisation, including recruitment, employment contracting and onboarding; performance management; safeguarding and induction of and briefing staff and staff time record keeping, including staff absence management and TOIL.
- To report on a quarterly basis to the Executive Team on personnel matters.
- Manage the annual staff training programme

#### 2. Support Services Management:

- Manage the Support Services team delivery activities to ensure that Stakeholders, Trustees and Colleagues are provided with excellent & efficient service
- Line manage the Support Services staff

- Be responsible for the administration of the core income and expenditure budget.
- Support the Operations Manager to contribute to retention of ISO quality standards
- Ensure there is adequate office / facilities management and telephone cover during office opening hours
- Ensure that external communications are carried out in line with organisational standards
- Assist the Finance Manager with financial administration, including managing purchase orders and processing invoices for payment
- Provide support to project delivery staff as required,

### **3. Health & Safety Management:**

- Manage Health & Safety (H&S), ensuring all appropriate risk assessments are undertaken, annually reviewed and associated policies updated.
- Update H&S plans, and liaise with the Executive Team to ensure that health and safety, fire safety and other policies and procedures are being adhered to
- Maintain an organisational Asset Register
- Administer annual DSE (Display Screen Equipment) staff assessments
- Ensure that equipment and devices are maintained including annual PAT testing, and that defective equipment is replaced
- Report on a quarterly basis to the Executive Team on matters relating to Health & Safety.

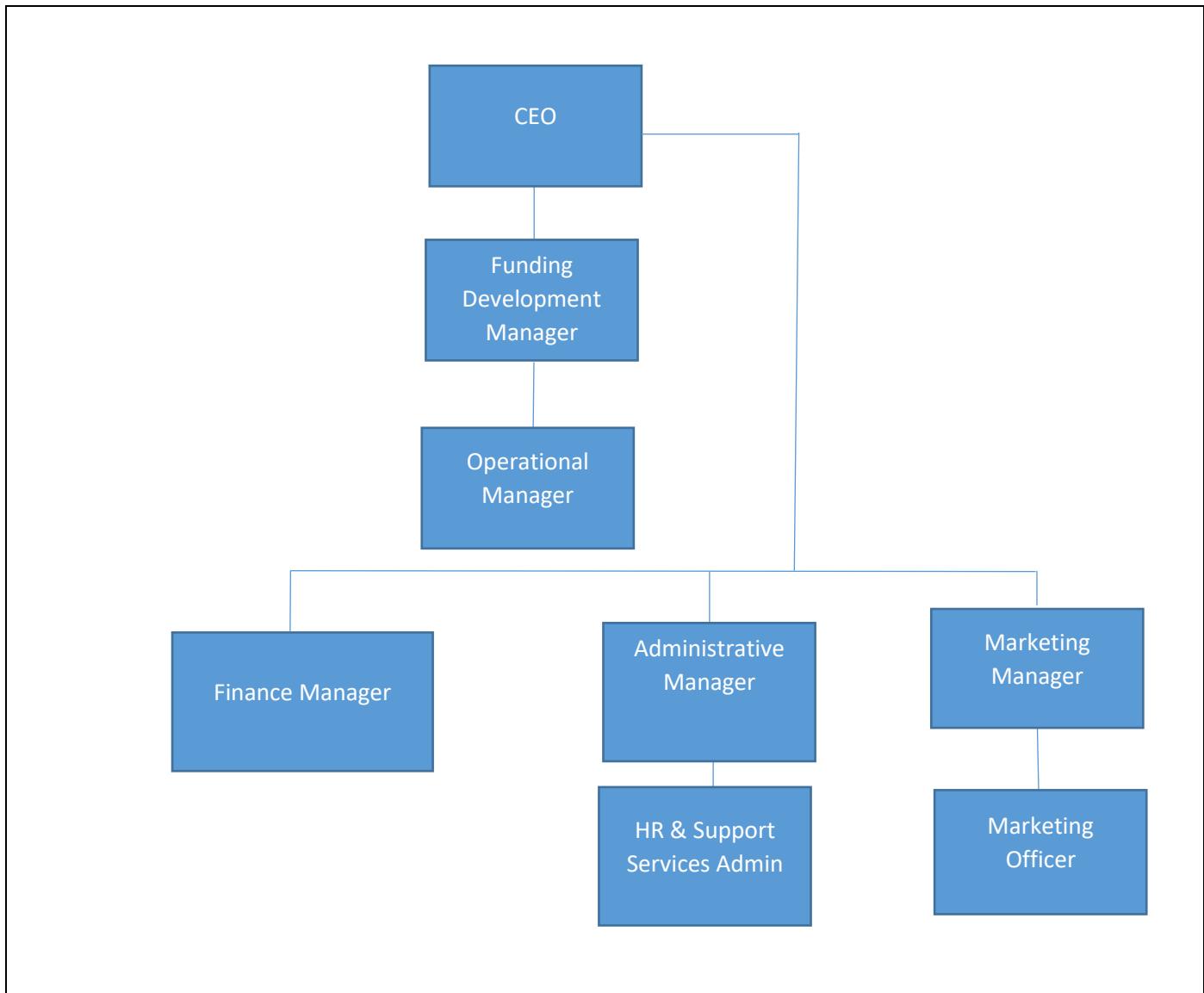
### **5. Governance support for the Board of Trustees:**

- Support the Executive Team in collation of reports for the Board of Trustees
- Attend and service Trustee Board meetings
- Organise the Annual General Meeting, ensuring that paperwork, timings and processes are compliant with Charity Commission and DCT governance requirements
- Support submission of annual returns and reporting to Companies House and the Charity Commission
- Maintain a register of present and past directors and inform Companies House of any significant changes in the company's structure or management

### **6. Other duties**

- Carry out any other duties as reasonably requested by the Board of Trustees, CEO, managers and colleagues.
- Undertake training where appropriate
- Promote equality and diversity as part of the culture of the organisation

## Structure Chart:



## Person Specification:

Attribute	Essential	Desirable	Method of Assessment
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of HR management and delivery</li> <li>• Proven leadership and management skills with the ability to manage a staff team enabling people to achieve their potential</li> <li>• Experience of managing or supervising staff, including delegating and monitoring workloads</li> <li>• Experience of managing a wide variety of tasks within set timescales and day-to-day tasks</li> <li>• Experience in a busy organisation with a strong customer-centred approach</li> <li>• Experience of producing reports and correspondence</li> <li>• Experience of providing Trustee Board support, or similar support at management level</li> <li>• Experience of formal minute taking</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrable record of achievement in HR management</li> <li>• Understanding of Health &amp; Safety issues, particularly within a workplace setting</li> <li>• Experience of facilities management</li> <li>• Demonstrable record of achievement in budgetary control</li> <li>• Experience of analysing and presenting management information data</li> </ul>	Application form and interview
<b>Practical Skills</b>	<ul style="list-style-type: none"> <li>• An understanding of the statutory and regulatory framework in which we operate</li> <li>• Ability to work independently and as part of a team, managing your time to meet deadlines</li> <li>• Good oral and written communication skills</li> <li>• Highly organised and efficient approach to work</li> <li>• A knowledge of standard software packages and the</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Health &amp; Safety issues, particularly within a workplace setting</li> <li>• An appreciation of the issues affecting charities or the not-for-profit sector</li> </ul>	Application form and interview

	<p>ability to learn company-specific software if required.</p> <ul style="list-style-type: none"> <li>• Good interpersonal skills and a confident and professional telephone manner</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of delivering Quality Assurance Standards Scheme (ISO 9001)</li> </ul>	
<b>Strategic Thinking</b>	<ul style="list-style-type: none"> <li>• Experience of writing policy and procedure documents and reports</li> <li>• Be innovative with regards to problem solving.</li> </ul>		Application form and interview
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• HR qualification or experience</li> <li>• 5 GCSE's or equivalent skills at grade C or above, including English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid or Emergency First Aid at work Certificate</li> <li>• Level 2 (or equivalent) qualification in ICT</li> </ul>	Application form and interview
<b>Specialist Knowledge</b>	<ul style="list-style-type: none"> <li>• Experience in a professional administrative management role</li> <li>• Provision of support and advice to managers &amp; staff on a range of personnel issues</li> <li>• Understanding of health and safety in a workplace environment, including undertaking risk assessments</li> <li>• Confident &amp; proficient in the use of Word, Excel, PowerPoint and Outlook</li> <li>• Ability to process/input data quickly and accurately</li> <li>• Excellent ICT problem solving skills</li> </ul>	<ul style="list-style-type: none"> <li>• NEBOSH/IOSH or similar specialist training or Experience of health and safety in an office environment, including undertaking risk assessments</li> <li>• Knowledge and experience of ISO 9001 quality assurance and the completing of associated documentation</li> <li>• Financial understanding and purchase order systems</li> </ul>	Application form and interview
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• The ability to question and challenge.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate commitment to DCT's mission,</li> </ul>	Application form and interview

	<ul style="list-style-type: none"> <li>• Self-motivated, able to take the initiative and be pro-active</li> <li>• A strategic thinker with hands-on-skills, able to think clearly under pressure, work to deadlines and balance competing priorities</li> <li>• Excellent communication skills both verbal and written</li> <li>• Demonstrates a consistent friendly, open and welcoming approach</li> <li>• Flexible, adaptable and willing to learn attitude</li> <li>• Ability to work independently and as part of a team</li> <li>• Ability to relate well to a wide range of people from a variety of different settings and organisations</li> </ul>	<p>values &amp; social aims</p> <ul style="list-style-type: none"> <li>• Experience of the charity sector, either in or outside work</li> </ul>	
<b>Equality, Diversity &amp; Inclusion</b>	<ul style="list-style-type: none"> <li>• Understanding of and commitment to the principles of equality, diversity &amp; inclusion</li> </ul>		Application form and interview