



## JOB DESCRIPTION

<b>TITLE:</b>	Senior Administrator
<b>LOCATION:</b>	Salem Street, Bradford
<b>RESPONSIBLE TO:</b>	Head of People Services
<b>ACCOUNTABLE TO:</b>	Executive Director/s
<b>PAY BAND:</b>	SCP 15 -21, £28,224 to £31,290 per annum (dependant on experience)
<b>HOURS:</b>	Monday – Friday 37.5 hours pw (excl 30 min unpaid break) – the role will provide direct support to the Board of Trustees meeting, which takes place on an evening usually every two months. The postholder will be expected to arrange and attend this meeting in the evening to take minutes.

### Job Purpose

The postholder will provide a comprehensive and efficient secretarial and administrative support to the Senior Leadership Team (SLT) at The Bridge Project. This is an important role, interfacing on a regular basis with the SLT, members of the Board of Trustees, senior managers and a wide variety of staff and external organisations and individuals. This will be achieved by:

- Providing high level, comprehensive business and administrative support for SLT members and manage the business and administrative function for other designated managers as directed, ensuring a systematic and effective service is delivered.
- Being responsible for specific project work as required by the Chief Executive and SLT members.
- Providing a key link between the SLT and their direct reports, ensuring that programmes of work are co-ordinated effectively, deadlines are met and that corporate and team working develops throughout the organisation.
- Promoting a competent and professional image commensurate with the status of the organisation.

### Main Duties

1. Service a variety of meetings and committees as designated and ensure that these are managed efficiently, ensuring that agendas are prepared, minutes taken and circulated in a timely manner and action points have been undertaken. This will include arranging appropriate venues and ensuring any required equipment is arranged. Ensure that the attendees have all the relevant documents to attend meetings and have been given the reading literature in a timely manner prior to the meeting date.
2. Progress, chase and follow up actions on behalf of the SLT and where necessary negotiate with staff (including those senior to the postholder) with authority and sensitivity.

3. Communicate effectively, confidently and confidentially with all internal and external stakeholders, including board members, SLT and external stakeholders, on a face-to-face basis, by telephone, letter and electronically and building good working relationships.
4. Arrange meetings, appointments, travel and organise events for the SLT.
5. Proficiently utilise word processing and software packages, to produce high quality documentation, including confidential and other minutes and originate replies to routine correspondence on behalf of the SLT.
6. Utilise Windows-based computer packages, in particular Word, Excel and Power Point. Develop and maintain databases as necessary and produce high quality presentations.
7. Provide the SLT and Board of Trustees with confidential management support in dealing effectively with a range of often politically and personally sensitive issues.
8. Offer an effective and confidential conduit for urgent and/or sensitive issues when a member of the SLT might be unavailable.
9. Be responsible for the maintenance and management of the electronic diaries for the SLT, ensuring that allocation of appointments and utilisation of time is appropriate.
10. Undertake/support specific projects as required by members of the SLT.
11. Organise and manage as required corporate events and away days.
12. Draft appropriate responses to correspondence on behalf of SLT members using a high level of written English.
13. Develop and maintain comprehensive up to date accurate filing and office systems (both manual and electronic) whilst working towards a paperless office environment by developing and maintaining a consistent policy of working more efficiently, and smarter as an organisation with respect to communications and record keeping.
14. Assist the SLT and other senior managers with administration to upload shared documents, electronic filing and other ad hoc administration tasks.
15. Assist colleagues with identified administrative cover arrangements during times of annual leave/sickness etc.
16. Develop and maintain a working knowledge of all areas of the organisation.
17. Line manage the administration and resource workers ensuring that an efficient administration service is provided within Salem Street.
18. Take responsibility for own participation in appraisal and personal development, ensuring mandatory training is up to date.
19. To provide additional administration support as required in other departments within the organisation from time to time.

20. To undertake other duties commensurate with the grade of post.

## **Person Specification**

### **ESSENTIAL**

#### **Experience**

1. Demonstrable experience of taking minutes and preparing meeting papers.
2. Recent experience of working in a senior administrative role/supporting a number of managers.

#### **Skills/Knowledge**

1. Good literacy and numeracy skills, GCSE Maths and English.
2. Ability to communicate effectively both verbally and in writing at all levels.
3. Ability to work well with others.
4. Thorough attention to detail.
5. Highly organised and methodical and able to prioritise.
6. Ability to use MS Office Packages (Word, Excel, PowerPoint) at intermediate level.
7. Resilient, calm and professional and able to work under pressure and meet deadlines.
8. Ability to show tact, diplomacy and discretion.

#### **Other**

1. Honesty, integrity and strong values.
2. Ability to show empathy with Bridge's aims and objectives.
3. A willingness to work flexible hours on occasion.
4. A willingness to undergo a Standard DBS Check.

### **DESIRABLE**

#### **Qualifications**

1. Administration or Office Management qualification.

#### **Experience**

1. Experience of working in the not-for-profit sector.

2. Experience of Charity Governance.
3. Experience of line managing staff.

**Skills/Knowledge**

1. A good understanding of GDPR.

<b>Key Behaviours</b>	<p><b>Works Proactively</b> Demonstrates initiative, thinks ahead, and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.</p>
	<p><b>Leads Change &amp; Improves Performance</b> Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes, and constantly developing our people and processes.</p>
	<p><b>Demonstrates Creativity &amp; Innovation</b> Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.</p>
	<p><b>Client &amp; Customer Focused</b> Focuses on and understand the needs of internal and external service users, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'service users', please also read members, stakeholders, and audiences).</p>
	<p><b>Influences Others &amp; Communicates Effectively</b> Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.</p>
	<p><b>Applies &amp; Shares Expert Knowledge</b> Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.</p>
	<p><b>Works Collaboratively with Others</b> Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.</p>
	<p><b>Values &amp; Respects Others</b> Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.</p>