

THE PIONEER GROUP

Compass Support

Job Description

Ageing Better Programme Tyburn Hub Administration Assistant (35 hours)

Team/Department	Compass Support – Support Services Team
Responsible to	Health & Wellbeing Team Leader
Responsible for	None
Job purpose	To provide clerical, administrative and marketing support to the Ageing Better Tyburn Hub and Good Neighbour Campaign.
Working environment	Office/community based

KEY TASKS AND OUTCOMES

1. Customer focus

Provide clerical, administrative and marketing assistance to the Ageing Better Tyburn Hub/Good Neighbour Campaign.

Accurately update electronic and paper based records and database information connected with the Tyburn Hub and Health Team

Assist with the production and distribution of marketing materials and literature.

Input participant questionnaires onto a CRM system based on a robust procedure.

Upload and maintain marketing materials to online libraries, internal groups and social media sites.

Provide the highest level of customer service to internal and external clients.

Create, send and respond to correspondence as required

Record customer satisfaction

Take and type up minutes of meetings as required

Administer and arrange the payment of invoices and purchasing of goods in line with organisational guidelines.

Provide support for internal and external events and exhibitions as required.

Answer general queries about the Ageing Better Tyburn Hub and to accurately take and relay messages to ensure that appropriate responses can be made.

Assist in the management and organisation of information, alerting relevant staff to urgent and important matters requiring attention.

Undertake any other appropriate administrative tasks as required.

2. Working with others internally & externally

Work as part of a team, attending team meetings and team briefing as required.

Work in partnership with Tyburn Hub Network Enabler, Health Team and Good Neighbour Campaign.

Maintain positive working relationships with a range of groups including statutory, voluntary sector organisations and internal teams to ensure that the service is being delivered effectively.

Undertake promotional and marketing activities for the service.

3. Developing Services

Work with other internal teams to support the development of the Ageing Better programme.

4. Managing and Developing Self

Actively participates in regular one-to-one supervision with line manager and in the organisation's Performance Review scheme.

Takes responsibility for their own workload and work area

Undertakes learning and development activities, including attending training events and other relevant activities

5. Financial Management and Control

Follow The Pioneer group's financial regulations, policies and procedures

6. Administration IT and Data Management

Use specialist software packages to input data, keep records and generate reports.

Use Microsoft Word to create a range of documents including letters, reports etc.

Use specific software and internet apps to provide information and maintain social media

Use e-mail to communicate internally and externally.

Maintain accurate paper and computer based records in own work area using IT hardware and software for work purposes.

7. Legal and Regulatory Compliance

Work within policies and procedures, the law, best practice, and Regulatory Frameworks relevant to the role.

Work within the Charities Commission regulations.

Work within contract and service level agreement specifications.

8. Other

To undertake any other reasonable duties as required by The Pioneer Group.

Undertake flexible working hours as required to ensure our delivery meets service requirements.

To work at alternative sites and venues when required.

9. Health and safety

All Pioneer Group employees have a responsibility to:

- take reasonable care for their own Health and Safety and that of other persons who may be affected by their acts or omissions, including members of the public, visitors and contractors
- co-operate with Pioneer Group and its managers to enable compliance with statutory duties, objectives and targets.

Person Specification

Ageing Better Programme Tyburn Hub
Administration Assistant

How do you meet our requirements?

Below you will find the skills, abilities, experience and competencies needed to do the job you are applying for. On your Application Form explain how you meet these requirements.

Only write about the categories that are being assessed on the Application Form.

Relevant <u>Level 1</u> Job Competencies	How this is assessed
<p>Core Pioneer Group:</p> <p>Customer Focus This competency is about putting customers and communities at the heart of the business and being eager to provide excellent service. It is about working to meet and exceed customer needs and look after their interests, whether those customers are internal or external customers</p> <p>Taking Ownership This competency is about demonstrating readiness to take responsibility for making decisions, seizing the initiative and taking action to benefit the business</p> <p>Teamwork and Collaboration This is about being a "team player". It is the desire to work co-operatively with others in teams and to consciously build and maintain business relationships/ networks based on trust both within and external to Pioneer Group.</p>	<p>Application Form Interview Assessment Probation Performance Review</p>
Additional KEY <u>Level 1</u> Competencies	
<p>1. Getting things done 2. Influencing 3. Relating to Others 4. Confidence 5. Resilience</p>	<p>Application Form Interview Assessment Probation Performance Review</p>
Skills, abilities and experience	
Essential Criteria You must have the following	How this is assessed
<p>1. Experience</p> <ul style="list-style-type: none"> • Knowledge and experience of working within an office environment • Experience of providing an administrative support • Experience of the production of marketing materials and literature • Experience of posting to and updating social media platforms • Experience of working in partnership with external agencies • Ability to plan and manage own workload within established guidelines 	<p>Application Form Interview Assessment</p>
<p>2. Skills and abilities</p> <p>Communication Skills</p>	

	<ul style="list-style-type: none"> • Ability to communicate orally and in writing and to adapt style to meet the need of recipient • Ability to present information orally/in writing to colleagues e.g. team briefings, meeting minutes • Ability to prioritise and review and work under pressure to specific timescales and targets • Ability to deal with sensitive information in a confidential way • Has customer focus, is courteous, friendly and approachable • Ability to work independently and within a team <p>Literacy</p> <ul style="list-style-type: none"> • Excellent communication skills • Ability to produce routine correspondence using standard letters <p>Numeracy</p> <ul style="list-style-type: none"> • Ability to interpret numeric and financial information and take action in accordance with established procedures <p>Analytical/research skills</p> <ul style="list-style-type: none"> • Ability to assess information and make decisions in accordance with established policy and procedure, seeking guidance where necessary • Ability to undertake evaluation of service activity and make recommendations for action <p>Physical and other skills</p> <ul style="list-style-type: none"> • Ability to use Microsoft Office • Ability to use electronic customer management systems • Administrative skills, including filing and record keeping 	<p>Application Form Interview Assessment</p> <p>Application Form Assessment</p> <p>Application Form</p> <p>Application Form Assessment</p> <p>Application Form</p>
3.	<p>Knowledge</p> <ul style="list-style-type: none"> • Typing and general administrative duties • Knowledge of social media sites and platforms • Excellent understanding of confidentiality and professional boundaries • Knowledge and understanding of data sharing protocols 	<p>Application Form Interview Assessment</p>
4.	<p>Qualifications</p> <ul style="list-style-type: none"> • Good standard of education – GCSE level • Attainment of mathematics, English and one other GCSE or equivalent 	<p>Application Form</p>
5.	<p>Other</p> <ul style="list-style-type: none"> • A commitment to a community led organisation and its core values • Commitment to own professional development and to supporting the professional development of colleagues • Ability to work flexibly and to work after normal office hours if needed • Occasional evening and weekend work 	<p>Application Form Interview</p>
Desirable		
1.	<p>Other</p> <ul style="list-style-type: none"> • Use of a car for business travel 	<p>Application Form</p>