Versus Arthritis

Job description

Job title: Administrator: UK Delivery

Reports to: Programme and Partnerships Manager

Department: UK Delivery

Directorate: Services and Influencing

Our vision

A future free from arthritis.

Our mission

We won’t rest until everyone with arthritis has access to the treatments and support they need to live the life they choose with real hope of a cure in the future.

To deliver our mission we invest in world class research, deliver high quality services and campaign on the issues that matter most to people with arthritis. We have developed an ambitious five-year strategy, complimented by our research strategy to help us achieve our vision and mission.

**Our values**

We are United, Compassionate, Inclusive and Brave in all that we do.

**Services and Influencing (S&I) Directorate**

The Services and Influencing Directorate delivers impact and change for people with arthritis through our support services of a helpline, online community and other digital tools, to our community delivery across our four nations so that people can connect and learn the tools to self-management and keep active.  We support people of all ages by delivering peer support, workshops and residentials to young people.  We educate and train health professionals to better understand arthritis and engage with about our research.  We are leaders in influencing governments to promote the importance of arthritis and enable change across our health and social care systems.

Job purpose

This role’s purpose is to deliver high quality and efficient administrative support to their Region/Nation Delivery team and to work alongside their colleagues to support the delivery of their activities effectively.

Main duties

* To provide a high quality, efficient and effective administrative support to staff, volunteers and service-users in order to assist the delivery of high quality services, aided by networking with peer administrators across the Department to maintain alignment to overarching organisational processes.
* To co-ordinate and manage referrals from health care professionals, partner organisations and self-referrals from service users and to maintain personal data ensuring that it is accurate, up to date and in line with Data Protection principles.
* Support Delivery Team with developing and maintaining required resources, ensuring these are accurate, relevant and available for staff and volunteers, as required.
* Support Delivery team with the operational delivery of services including but not limited to managing bookings, resources and marketing on appropriate channels (digital and non-digital), in line with Brand guidelines and organisational procedures, maintaining information and ensuring it is accessible, accurate and up to date.
* Support Delivery team with monitoring and evaluation of services through the collation of service data and assist with compiling of reports, as required. Using the organisation’s customer records management databases to create reports and maintain data as required.
* Support budget holders to accurately monitor income and expenditure as informed by organisational process. Carry out financial processes such as raising purchase orders, request sales invoices, process volunteer expense claims, with a high degree of accuracy and with awareness of appropriate coding and allocation of costs.
* Seek to maintain knowledge of the various organisational processes and systems, attending training and development as required.
* To embrace, embed and deliver the organisational values, commitments, and culture throughout all activity.
* To ensure all designated training is completed and all activity is delivered in line with organisational policy and practice.
* To embrace a safeguarding culture where everyone has responsibility for the safeguarding and wellbeing of vulnerable adults and children.
* To undertake any other duties as appropriate to the role and organisational requirements.

Key stakeholders and relationships (internal/external)

* Facilities team.
* Administrator Network.
* Healthcare providers, partner organisations, service users and volunteers.
* Own delivery team and wider UK Delivery team.

End of job description. Person specification on following page.

Versus Arthritis

Person specification

Experience and knowledge

* Experience of providing administrative support to a varied team and have a good standard of knowledge and skills gained through relevant work or life experience.
* Excellent working knowledge and experience of using Microsoft Office Suite, including Word, Excel, PowerPoint and digital working skills including experience of using databases.
* A good understanding of the importance of Data Protection.

Skills

* Financial skills around carrying out financial transactions and maintaining financial and funding information for the purpose of budget monitoring.
* Well organised and excellent attention to detail and ability to plan and prioritise workload accordingly. Ability to use own initiative and also work proactively and independently as well as collaborate with a team.
* Strong communication skills both verbal and written. Ability to manage calls of a sensitive nature by being helpful, discreet, empathetic and respectful. Ability to adapt communication style to meet the needs of the individual.
* Ability to record and maintain accurate and up to date numerical data using a database.
* Great people skills – be positive, tactful and diplomatic with a good sense of confidentiality.

Desirable experience, knowledge and skills

* Understanding the needs of a person with arthritis or long-term health condition and the social model of disability.
* Experience of providing administrative support to home-based staff or geographically dispersed colleagues and volunteers.
* Knowledge and understanding of the third sector and the environment we operate in.

Criminal Record Check

Versus Arthritis is committed to keeping children, young people and vulnerable adults safe from harm. We will undertake safer recruitment practices and relevant checks applicable for the role.

This role DOES NOT require a Criminal Record check.

End of person specification.