Versus Arthritis

Job description

Job title: Young People and Families Administrator

Reports to: Head of Young People and Families

Department: Young People and Families

Directorate: Services and Devolved Nations

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 Devolved Nations (S&DN) Directorate**

The Services and Devolved Nations 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 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

Deliver high quality and efficient administration support to the Young People & Families Service team. Work alongside colleagues and partners to support the successful delivery of youth involvement opportunities and activities for children and young people aged 0-25 as well as their families

Main duties

* Assist the delivery of high quality services by providing efficient and effective administrative support to staff, volunteers, healthcare professional partners, community networks and service participants.
* Work with peer administrators across the charity to ensure consistency in approaches, share learning and shape improvements in ways of working, tools and resources.
* Support the team to maintain service data ensuring that it is accurate, up to date and in line with Data Protection principles – including administrating and supporting the roll out of our new service database.
* Support the Young People & Families Services (YPFS) Team with developing and maintaining required resources, ensuring these are accurate, relevant and available for staff and volunteers, as required.
* Work with Finance Business Partner to support budget holders to monitor income and expenditure in line with the organisational process. Support the service through key financial tasks – including forecasting, internal reporting, budgeting and funder reporting. Carry out key financial processes such as raising purchase orders, processing invoices, pricing options, monthly financial administration and processing volunteer expense claims.
* Work with Brand, Marketing and Engagement Partners to support service staff in developing resources and external communication/marketing tasks.
* Work with YPFS and Improvement & Impact colleagues to support monitoring and evaluation of delivery through the collation of service data. Assist with compiling reports for a variety of audiences, including external funders.
* Support the YPFS team in the delivery of our service activities. Including - but not limited too - supporting logistics for residential activities, event planning, delivery and evaluation – including volunteer and staff training events, administrative support for working groups, supporting resource development, organising mailouts, internal/external communication tasks, managing folder library, developing efficient processes, and ensuring info is accessible, accurate and up to date.
* Be a champion for children, young people, and families. Support delivery of our team’s youth voice, volunteering and involvement activities.
* 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)

* Young People and Families Service staff and volunteers
* Finance, Procurement and Data Business Partners
* Brand, Marketing and Engagement Business Partners
* Cross charity administration group

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 of staff and/or volunteers and a good standard of knowledge and skills gained through relevant work or life experience.
* Experience of supporting financial transactions, supporting financial administration and maintaining financial / funding information for budget monitoring.
* Well organised, excellent attention to detail, and able to prioritise workload accordingly. Ability to use own initiative and work proactively and independently as well as part of a team.

Skills

* Excellent working knowledge and experience of using MS Office Suite, including Word, Excel, PowerPoint and digital working skills including experience of using databases and virtual calls.
* Knowledge of and willingness to develop skills around safeguarding and safe practices.
* Skilled in event logistics and support.
* Ability to record and maintain accurate data using a database. Good understanding of the importance of data protection.
* Skilled in pulling together and creating/updating content.
* Great people and customer support skills – positive, tactful and diplomatic with a good sense of confidentiality.
* 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.
* Willingness to travel across the UK as required to attend meetings and events, with a willingness to attend occasional weekend/evening events and meetings.

Desirable experience, knowledge and skills

* Understanding the needs of a person with arthritis / long term health condition and the ‘social model of disability’.
* Knowledge and understanding of the third sector and/or health and social care - the environment we operate in.
* A passion for improving the lives of children and young people.

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 require a Criminal Record check.

End of person specification.

ADDITIONAL INFORMATION: FOR GRADING/BENCHMARKING

Please answer the questions below, providing supporting examples where applicable. This section will be removed from the final job description.

Problem solving and decision-making

1. Does the role mainly follow pre-determined processes? YES
2. Does the role mainly design and create new solutions/processes? NO – BUT WILL PUT IN PLACE SIMPLE SERVICE PROCESSES TO IMPROVE EFFICIENCY AND SUPPORT FOR TEAM
3. Are queries/problems escalated to this role for resolution? YES – BUT WOULD THEN PASS ON IF NOT KNOWN?COMPLEX TO HEAD
4. Does the role mainly make the end decision, or do they need to pass decisions through a more senior position or committee? NO – PASS ON

Scope and impact of decisions

1. Do the decisions made by this role impact on (e.g.) external partners and services, the whole organisation, a directorates/multiple directorates or just their own team? OWN TEAM – WORKS CLOSELY IN DELIVERING ADMIN SUPPORT WITH INTERNAL AND EXTERNAL PARTNERS/STAKEHOLDERS BUT HEAD MAKES DECISIONS

Autonomy

1. Does the role require close supervision and management support? YES
2. Does the role have the autonomy to act independently? WITHIN WORKPLAN – BUT SHOULD BE INSTRUCTED BY MANAGERS
3. Does the role set broad objectives for an area of work? NO

Key stakeholders and relationships (internal/external)

Please provide details of the key stakeholders listed in the job description.

Contact (role or body) Young People and Families Service staff and volunteers

Frequency Daily

Purpose Providing administration and project delivery support. Advising on processes and supporting with queries. Arranging events and logistics. Helping team collect impact data.

Contact (role or body) Finance, Procurement and Data Business Partners

Frequency Weekly

Purpose Complete finance tasks, ask questions on behalf of team, problem solve with expert colleagues, test database/check data quality and support staff in use of database and creating Operating Procedures (how to guides)

Contact (role or body) Brand, Marketing and Engagement Business Partners

Frequency Weekly

Purpose Act as go between with team and key colleagues to develop resources, manage printing and order requests, support delivery of key projects, provide logistic support for events and activities

Contact (role or body) Cross charity administration group

Frequency Weekly

Purpose Develop service and wider operating

procedures and how to documents. Ensuring consistency of approach. Supporting event logistics. Sharing what works.

End of additional information.