



33 Fallodon Way  
Henleaze  
Bristol  
BS9 4HX  
Manager Tel: 0117 962 9899  
Administration /Fax: 0117 962 0887  
Email: [enquiries@thomas-more.org.uk](mailto:enquiries@thomas-more.org.uk)

## Senior Administrator Role Description

Thomas More Project is a charity supporting people with learning disabilities to live the life they choose. We are committed to providing the best possible support and to improving and developing our services now and in the future. We provide homes that enable people to live as independently as they can.

**Our vision:** People with disabilities are equally able to reach their potential as integrated members of society.

**Our mission:** Enabling individuals with disabilities to flourish. Supporting choices, developing skills, meeting needs.

**Our Values:** Wellbeing, Excellence, Inclusion, Collaboration

**Our homes:** We provide supported living services to three individuals with learning disabilities living in our shared home. We support 11 adults with learning disabilities to live as independently as possible in our relaxed, friendly residential care home.

**Our people:** We value, train and develop our staff and volunteers so that as an organisation we are able to provide the best possible support to people with learning disabilities. We aim to be a good employer, providing good terms and conditions for our small friendly staff team, as well as learning and development opportunities.

### Senior Administrator/ Executive Assistant Role Description

**Post:** Senior Administrator/ Executive Assistant

**Accountable to:** Project Director

**Functional reporting to:** Registered Manager/Service Manager & Finance Manager

**Responsible for:** Maintenance Person

**Service location:** Henleaze, Bristol or at other locations as may be required.

**Hours:** 37.5 hours per week.

**Pay:** c£24,000-£26,000 per annum depending on qualification and experience.

**Annual leave entitlement (including Bank Holidays entitlement):** 30 days pro-rata rising to 31 after 1 years' service and 32 after 2 years' service.

## Job Summary

Under the leadership of the Project Director you will provide comprehensive and efficient administrative and operational support to the busy Project Director and the organisation to ensure the organisation is well organised, maintains compliance and communicates effectively. This role will suit a very organised, hard-working 'can do' individual who enjoys a varied workload and is able to prioritise effectively. The successful candidate will be comfortable with change and able to provide leadership and reliable support to colleagues and work effectively with others.

## Key Responsibilities

- Human Resources administration including
  - Maintaining paper and electronic records;
  - Supporting relevant managers in reviewing job descriptions and person specifications
  - Leading administration of the recruitment, selection and induction process for new staff, preparing contracts and offer letters
  - Leading administration of leavers processes and preparing references
  - Liaising with finance in relation to payroll, timesheets, sick leave, annual leave, TOIL, Discretionary leave etc.
  - Monitoring implementation of processes e.g. supervision, appraisal, sickness self-certification etc.
  - Participation in policy review as necessary, leading process development and implementation
- Executive Assistant to the Project Director
  - Leading and delivering delegated pieces of work as requested
  - Preparing and writing letters and reports as requested
  - Organising meetings and writing minutes where requested
  - Support around housing management function and tenancies as required
  - Assisting in the development of publicity materials, presentations and occasional fundraising applications
  - Organising occasional events for staff/trustees and for external stakeholders
  - Providing internal communications and liaising with colleagues regarding external communications
- Secretarial function for the Board of trustees
  - Assisting with preparation and postage/ email of board papers
  - Writing minutes for trustee meetings (early evening meetings)
- Administration support for the Registered Manager
  - Updating the National Minimum Data Set (NMDS)
  - Filing documentation, preparing letters, setting up meetings
  - Liaising with staff and agencies around shift cover if support staff are not around.
- General Administration
  - Implementing and maintain a comprehensive filing and archiving system covering both paper and electronic information
  - Ensuring office operates smoothly – ordering stationary, resolving tech issues with IT consultants,
  - Support to other colleagues where necessary, e.g. Finance Manager
- Repairs and Maintenance administration including
  - Line management of part-time Maintenance Person
  - Improvement of systems and management of maintenance, recording, arranging repairs and closing jobs as appropriate

- Liaising with other colleagues as required around maintenance
- Health and safety
  - Overseeing health and safety checks and conducting some checks to ensure we are compliant
- Other tasks as may be required

**Training and supervision:**

- To take responsibility for self-development, discussing this in supervision and team meetings.
- To participate in supervision, training and meetings as required and complete all required paper work.

**Administrator Person Specification**

	<b>Attribute</b>	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	A positive, can do-attitude	X	
	Work independently, use initiative, problem solver	X	
	Excellent communication skills, written and verbal	X	
	Logical, with excellent organisational skills	X	
	Good time management and prioritisation skills, transparent with manager about progress and challenges.	X	
	Diplomatic, professional, take ownership and responsibility for role.	X	
	Builds effective and appropriate relationships	X	
	Calm, patient and level headed	X	
	Literacy and Numeracy Skills GCSE / NVQ level 2 standard or higher	X	
	Good IT skills (Microsoft word/excel/outlook etc)	X	
	Excellent administration skills	X	
	Willingness and ability to adapt to new ways of working and manage change	X	
	Experience of working with or around people with learning disabilities		X
	Able to appropriately handle personal and sensitive information and maintain confidentiality	X	
	<b>Knowledge</b>	Knowledge of HR administration	X
	Knowledge of good practice in line management	X	
	Knowledge and understanding of social care industry in relation to people with learning disabilities		X
	Knowledge of repairs and maintenance systems and practices		X
	Knowledge of Health and Safety		X
	Understanding of confidentiality theory and practice. Ideally knowledge of GDPR	X	
	Qualification relevant to work role		X
<b>Experience</b>	Experience of administration	X	

	Experience of organising repairs and maintenance, liaising with external tradespeople and ensuring work is tracked and delivered.		X
	Taking minutes and preparing written documents (e.g. letters, reports)	X	
	Experience of HR administration and processes and ability to organise and maintain documentation to a good standard	X	
	Experience developing and working with new systems to improve practice.		X
	Liaising with relevant professionals and joint working	X	
<b>Values</b>	Understanding of and commitment to organisational values (Wellbeing, Excellence, Inclusivity and Collaboration)	X	
	Commitment to contribute to organisational improvements to deliver our Mission	X	
	Commitment to uphold people's dignity and respect their individuality, and to be friendly and approachable to the people we support.	X	
	Tackling discrimination and inequality	X	
	Commitment to learning and development	X	

## Our values

### Wellbeing

- We provide person-centred support
- We acknowledge people's strengths and abilities and support them to identify and achieve their goals.
- We encourage healthy minds and bodies –
  - Being active, eating well
  - accessing health and other services,
  - engaging in activities which are absorbing and have meaning,
  - enabling choice and participation,
  - promoting independence and enablement
- We offer physical comfort, intellectual stimulation and spiritual wellbeing
- We encourage a full social life by
  - developing and maintaining relationships with family and friends;
  - Participating in the community and accessing resources
- We promote safety, dignity and respect - being caring, responsive and sensitive to privacy
- We provide homely and friendly environments

### Excellence

- We strive for excellence and continual improvement
- We aim to be a healthy organisation, good employer with good governance
- We promote learning and development for our people

### Inclusion

We support inclusivity by recognising the richness of diversity, promoting respect and equality and upholding the diversity, values and rights of the people we support, our staff, volunteers, and families.

**Collaboration**

We encourage a collaborative approach by working closely in partnership as a staff team and with the people we support, families and professionals.