



33 Fallodon Way
Henleaze
Bristol
BS9 4HX
Manager Tel: 0117 962 9899
Administration /Fax: 0117 962 0887
Email: 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:

Excellence: We are committed and passionate in supporting people, constantly striving to improve.

Working Together: We work by building trusting relationships with people we support, families and professionals and maintaining a positive culture of reflection and learning.

Inclusion: We welcome the richness of diversity, promote and respect equality and prevention discrimination across culture, religion, race, disability, sexual orientation and gender identity.

Dignity and respect: We acknowledge the individual strengths and abilities of each person, supporting them to make choices, identify and achieve their goals. We put the person at the heart of everything, respecting their dignity and privacy.

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 Role Description

Post: Senior Administrator

Accountable to: Chief Executive

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 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.

Contract: This is a temp-perm position, with an initial contract for 6 months.

Job Summary

Reporting directly to the Chief Executive, you will provide comprehensive and efficient administrative and operational support, enabling our support team to focus on providing outstanding support to people with learning disabilities. This role will suit a very organised, hard-working 'can do' individual. A person who enjoys independently prioritising and delivering a varied workload, finding solutions to a range of problems and maintain confidentiality. The successful candidate will cope well with interruptions, be comfortable with change, have good interpersonal skills and be responsive and supportive to colleagues. With an eye for detail, the post-holder will ensure we remain compliant with obligations, be transparent on process, and highlight concerns appearing in the distance.

Key Responsibilities

- Human Resources administration including
 - Maintaining paper and electronic records;
 - 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.
 - Leading process development and implementation as required
 - Liaising with colleagues to ensure timeframes around probation, supervisions and appraisals are on track.
- Repairs and Maintenance administration including
 - Logging repairs, maintenance, replacement jobs,
 - Organising appropriate contractors to complete required work, and closing jobs when completed to a satisfactory level
 - Sourcing and purchasing equipment for replacements/renewals as needed
 - Liaising with colleagues and landlord around maintenance, prioritising work.
 - Line management of internal maintenance person, and/or liaison with external contractors
 - Ensuring health and safety requirements are met on time (e.g. equipment servicing, vehicle MOT's and insurance)
- Supporting the CEO
 - Leading and delivering delegated pieces of work as requested
 - Writing minutes where requested
 - Organising occasional events for staff/trustees and for external stakeholders
- Social media
 - Supporting development of social media plan
 - Taking/ receiving photos and information, and regularly updating our Facebook page.
- Housing Support
 - Support around housing management function and tenancies as required

- Carrying out 6-monthly property inspection of our supported living home
- Secretarial function for the Board of trustees
 - Assisting with preparation and postage/ email of board papers
 - Writing minutes for trustee meetings (early evening meetings)
- Supporting the Registered Manager
 - Updating the Adult Social Care Workforce Data Set (ASC-WDS)
 - Filing documentation, preparing letters, setting up meetings
 - Liaising with staff and agencies around shift cover if support staff are not around.
 - Admin support for regular COVID19 testing
- General Administration
 - Maintaining a comprehensive filing and archiving system covering both paper and electronic information
 - Sorting out historic archived material, and recording it for archive/destruction
 - Ensuring office operates smoothly – ordering stationary, resolving tech issues with IT consultants, answering the phone
 - Support to other colleagues to enable them to deliver their roles, e.g. support workers, finance manager, finance assistants, deputy manager
 - Able to develop and improve systems and processes
 - Answer the phone, deal with post, liaise with people contacting the organisation
- 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

	Attribute	Essential	Desirable
Skills	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 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 GSCE / 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	
Knowledge	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
Experience	Experience of administration and delivering specific tasks to a high standard ensuring compliance with standards. (E.g. HR, Health and Safety or in another field)	X	
	Experience of liaising with a range of people to get required work delivered on time.	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	
Values	Understanding of and commitment to organisational values	X	
	Commitment to supporting the delivery of 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	