

JOB DESCRIPTION



Job Title:	Information and Administration Support Officer
Hours:	16 hours per week (flexi hours)
Pay:	£24,541 pro rata
Location:	Primarily home based, but some time in Axminster and other locations will be required
Reporting to:	Project Coordinator

Main Job Purpose:

1. Be responsible for designing systems, procedures and policies on all aspects of information management which ensure quality assurance, confidentiality, safeguarding, equality and data protection compliance.
2. Ensure that The Project has effective information and data systems which will underpin its work, and allow for accurate reporting to key stakeholders.
3. Take a key role in the design, delivery and reporting of appropriate benchmarks, key performance indicators, output and outcome measurement across The Project.
4. Support an integrated and coordinated approach to data collection and monitoring within The Project by gathering, inputting and analysing data from a variety of sources; and to assist in producing reports as required.
5. Assist in the day-to-day running of The Project, including general administration and support for all areas of the service.

Main Duties and Responsibilities:

1. Work as part of the team to ensure that the service supports the emotional and mental wellbeing of young people and enables them to have better life chance.
2. Schedule and disseminate user surveys throughout the year, and collect and collate feedback.
3. Analyse feedback from surveys and other monitoring tools to produce reports for funders, newsletters and annual review.
4. Review and update policies and procedures, and ensure these are being implemented, to maintain high standards across The Project and to ensure continuous improvement of the services being delivered.
5. Liaise with EDVSA in relation to operational aspects of The Project, to ensure smooth communication.
6. Monitor the training needs of staff and volunteers to ensure safeguarding standards are being met, and arrange relevant training as required.
7. Assist with emails, correspondence and administration for all areas of The Project's service, particularly our training and workshops.

8. Create and upload posts for social media and assist with keeping the website up-to-date.
9. Take responsibility for meeting targets according to agreed action plans.
10. Give a duty of care and relate to colleagues both within the staff team, volunteer team and outside services in a professional manner.
11. Attend quarterly supervision, and annual appraisal, with your Line Manager.
12. Attend training appropriate to agreed professional development needs.
13. Attend quarterly team meetings
14. Maintain awareness of and implement the requirements of health and safety policies.
15. Carry out any other duties that might reasonably be required of this post.

PERSON SPECIFICATION



Information & Administration Support Officer

	Essential	Desirable	Method of Assessment
Experience and Qualifications	<ul style="list-style-type: none"> • Level 5 or 6 qualification or proven ability to work at this level • Substantial experience of information collection, management, interpretation and presentation methodologies • Experience of working on own initiative toward defined objectives and targets • Experience of liaising with external agencies 	<ul style="list-style-type: none"> • Work within a community or voluntary organisation. • Experience and understanding of the voluntary and community sector and its relationships with the statutory and private sectors 	<ul style="list-style-type: none"> • Application form, qualification certificates, interview and references
Skills, Knowledge and Abilities	<ul style="list-style-type: none"> • Excellent ICT skills, including Word, Excel, Access • Analytical, monitoring and evaluation skills • Able to communicate effectively, both verbally and in writing, to adults and young people. • Able to initiate, plan, organise and deliver work to deadlines. • Excellent administration, record keeping and organisational skills. • Excellent interpersonal skills. 	<ul style="list-style-type: none"> • An understanding of the issues affecting young people with mental health issues. • Good working knowledge of the health and social care sector, particularly mental health 	<ul style="list-style-type: none"> • Application form and interview
Equality and Diversity	<ul style="list-style-type: none"> • A good understanding and commitment to equality of opportunity throughout all aspects of the service. • Experience of putting equality and diversity into practice. 		<ul style="list-style-type: none"> • Application form and interview
Disposition	<ul style="list-style-type: none"> • Self-reliant and able to work both individually and in a team. • Self-motivated, and able to take the initiative and be proactive. • Willing to work flexibly within the team. • Able to work occasional extra hours. • Willing to undertake further training and professional 		<ul style="list-style-type: none"> • Application form, interview and references

	<p>development.</p> <ul style="list-style-type: none"> • Passionate about being part of a new and expanding organisation, and promoting better mental health support for young people 		
Other	<ul style="list-style-type: none"> • Able to travel in the East Devon/South Somerset area 	<ul style="list-style-type: none"> • Occasional weekend/ evening work if required. • Valid driving licence. • Use of a vehicle. • DBS check * 	

* we will complete a DBS check for the successful candidate if they do not already have one.