

JOB DESCRIPTION

Job Title:	PA/Administrator
Responsible to:	CEO
Contract Type:	Permanent
Salary:	£25,418.25 (per annum)
Hours:	37.5 hours 9am - 5pm Monday to Friday (with 30 min lunch break)
Annual Leave	28 days (including bank holidays and Christmas shut-down)

Job Purpose

- PA to the CEO
- Management of office and day to day administrative tasks
- First point of contact for families, schools and professionals

Duties and Responsibilities

1. To work closely with, and provide daily organisational support to, the CEO.
2. To receive and respond to telephone calls, dealing with issues when able or arranging a return call when needed.
3. To monitor the main email and social media feeds and to ensure all incoming messages are responded to or actioned in a timely and comprehensive manner.
4. To maintain the online calendar on a daily basis, in liaison with the CEO, ensuring all events, visitors etc. are included. To be aware of all visitors who are expected and to advise/remind staff.
5. To send communications via the booking system to parents/carers
6. To ensure all data stored is accurate and up to date, maintaining confidentiality at all times. Checking medical and SEND information provided and ensuring all permission information has been completed.
7. To update registers and reconcile payments for term-time groups. Prepare and send invoices where required, liaise with parents/carers and schools regarding overdue payments and to maintain accurate records of income.

8. To carry out the admin requirements for the holiday club sessions, ensuring that registers are prepared, reconciling payments, monitoring the waitlist, managing cancellations and arranging refunds.
9. To maintain and update the staff rota, in consultation with the CEO.
10. To assist with general procurement, raising purchase orders, goods received and processing invoices. To be responsible for purchasing all resources needed for session delivery in consultation with Youth Leaders and Teachers. To liaise with the CEO and Directors to ensure that all invoices are paid in a timely manner.
11. To scan and log all receipts onto Google Drive and liaise with the bookkeeper periodically.
12. To monitor and renew insurances, memberships, etc. when required.
13. To have a general overview of HR. Recording annual leave, sickness and absence. To monitor and arrange training when needed and to provide admin support for HR and recruitment processes.
14. To prepare correspondence, letters, reports and other documents as required by the CEO.
15. To attend quarterly (evening) meetings of the Directors. To take notes and prepare minutes.
16. To be responsible for maintaining all policies and procedures and to update these in line with legislative changes and updates on an annual basis.
17. To ensure that all spaces used by Rama Life adhere to requirements set out in the Health & Safety policy and to be responsible for maintaining quality control measures.
18. To develop and maintain a catalogue of risk assessments and to review these on a periodic basis.
19. To maintain filing on Google Drive (and any hard copies where necessary).
20. To look for process improvements in all areas and to discuss ideas with the CEO.
21. To maintain at all times the utmost confidentiality with regard to all financial reports, records, personal data relating to staff and other information of a sensitive or confidential nature.
22. To carry out the administration of any group trips, including arranging travel and preparing letters to parents in liaison with CEO and youth leaders, including collecting money.

23. To provide adhoc cover at sessions when necessary and to undertake First Aid training in order to administer first aid if needed.
24. To be aware of and work in accordance with Rama Life's child protection policies and procedures in order to safeguard and promote the welfare of children and to raise any concerns relating to such procedures which may be noted during the course of duty.
25. To be aware of and adhere to applicable rules, regulations, legislation and procedures including the company's Equal Opportunities Policy and Code of Conduct, national legislation (including Health and Safety, Data Protection).
26. To maintain confidentiality of information acquired in day to day communications, correspondence, etc.
27. To be responsible for self-development on a continuous basis.
28. To undertake other duties appropriate to the post as required.

In addition to the main duties and responsibilities, you will be expected to:

- always be aware of and work towards the Rama Life vision
- adhere to Rama Life policies and working practices at all times
- develop effective working relationships and set a good example through your personal and professional conduct;
- take responsibility for 'safeguarding' the young people that attend Rama Life
- create a safe, happy and secure environment that supports positive learning and personal development

Post holder:

Signed by post holder as correct:

Date:

Signed by Line Manager:

Date:

PERSON SPECIFICATION

Job Title: PA/Administrator

The successful candidate will need to be well-organised, have strong communication skills, and be able to work well with others. They need to be a self- starter, be able to use their own initiative and be flexible. They also need to be able to multitask while remaining calm and professional as required.

	Essential	Desirable	Evidenced in
Education and Qualifications			
Attainment of GCSE qualifications (or equivalent) to include English and Maths at grade C.	✓		Application Interview
NVQ level 2 or Level 3 (Business Administration)		✓	Application Interview
Experience			
At least 2 years' experience of working in an administrative / receptionist role.	✓		Application Interview
Experience as an Office Manager or Senior Administrator		✓	Application Interview
Experience of working within a school/college office.		✓	Application Interview
Knowledge and Skills			
Good numeracy & literacy skills.	✓		Interview
Computer literate, confident in use of Microsoft Word/Excel and e-mail.	✓		Interview
Good communication skills.	✓		Interview
Good organisational skills.	✓		Interview
Knowledge / understanding of safeguarding procedures.		✓	Interview
Experience in use of other computer packages/database		✓	Interview
Personal Attributes			
Self- motivated, proactive and enthusiastic.	✓		Interview
Team worker.	✓		Interview
Professional, reliable, discreet and efficient	✓		Interview
Welcoming, friendly and patient approach.	✓		Interview

Meticulous, taking pride in own work.	✓		Interview
Willing to go the extra mile to support the work of Rama Life.	✓		Interview
Willing to assist and participate in Rama Life activities and events.	✓		Interview
Comfortable with children and young people.	✓		Interview
Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people.	✓		Interview