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# Administrator

# JOB DESCRIPTION

# Job Title: Administrative Assistant

**Responsible to:**  Senior Administrator

**Salary:** £24,796 (reduced in part time)

**Hours of work**: Between 30 hours and full time (37.5 hours)

# Holidays: 36 days including bank holidays (reduced in part time)

**Contract:**  This is a permanent contract with a 3 month probationary period.

**Location: Solace premises in Leeds, Manor Street, LS7 1PZ**

**Main Purpose of the Post**

To help Solace run smoothly by providing accurate administrative support. This will include talking to clients and professionals on the phone and providing a welcoming reception service at our Leeds office.

**Main Tasks**

1. Greet people coming to our premises and ensure as far as possible that clients feel safe and welcome.
2. Answer the phone and deal with all enquiries, recording and passing messages on where appropriate
3. Regularly check answerphone messages and ensure they are dealt with quickly.
4. Keep our database up to date with accurate information.
5. Send reminders to clients about their appointments or group sessions.
6. Stay in touch with clients who are waiting for services and ask for feedback.
7. Support therapists and other team members in their work, for example, contacting clients, booking rooms, sending letters and finding helpful information.
8. Deal with post and emails.
9. Ensure that the office is reasonably clean and tidy, and supplies like tea and coffee are available for clients and visitors to access.
10. Provide travel money to clients and record it accurately.
11. Liaise with interpreters, check their invoices and help with the administration of interpreter recruitment.
12. Take part in training when requested.
13. Contribute to the smooth running of the organisation and to the achievement of its strategic aims.
14. Any other tasks that can reasonably be expected
15. Work in accordance with the aims and values of Solace, in particular with policies on confidentiality, equal opportunities and health and safety.

**Solace Surviving Persecution & Exile**

**ADMINISTRATOR PERSON SPECIFICATION**

Detailed below are the types of skills, experience and knowledge which are required of applicants applying for this post.

***Essential requirements*** are those which are required for the job. If you don’t show that you have these things you won’t be shortlisted for an interview.

***Desirable requirements*** are additional skills and abilities which mean you could do the job more effectively and will be used to choose between people who meet all the essential requirements.

In your application you will be asked to tell us how your skills and experiences match what we are looking for.

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|  | **Qualifications / Education / Knowledge** | Essential | Desirable |
|  | 4 GCSEs or equivalent level of education. | **ü** |  |
|  | Excellent IT skills particularly using Microsoft Office packages | **ü** |  |
|  | Knowledge of Asylum Support and how it works |  | **ü** |
|  | Experience |  |  |
|  | Experience in the voluntary sector |  | **ü** |
|  | Experience of working or volunteering in an administrative role | **ü** |  |
|  | Experience of working in a mental health setting |  | **ü** |
|  | Experience of working in a multicultural setting |  | **ü** |
|  | Foreign language(s) skills |  | **ü** |
|  | Abilities | Essential | Desirable |
|  | Good interpersonal skills | **ü** |  |
|  | Ability to multi-task and completing tasks on time | **ü** |  |
|  | Clear, calm, sensitive and efficient | **ü** |  |
|  | Accuracy, precision and attention to detail | **ü** |  |
|  | Ability to communicate to a high standard in both written and spoken English, | **ü** |  |
|  | Able to provide appropriate support to those who may display considerable distress | **ü** |  |
|  | Personal Qualities | Essential | Desirable |
|  | Understands and is committed to equal opportunities policy and anti-racist and anti-oppressive practice in all aspects of work | **ü** |  |
|  | Willingness to work in a flexible way as part of small team | **ü** |  |
|  | Calm and efficient | **ü** |  |
|  | A respect for the values and traditions of other cultures | **ü** |  |
|  | Sympathetic to and understanding of the asylum seeker and refugee experience | **ü** |  |