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**CHEXS**

**(Registered charity number 1153769)**

**Supporting Families and the Local Community**

**CHEXS Administration Assistant Job & Person Specification**

**Job Title: Part Time Administration Assistant**

**Reports To: CHEXS Office Manager**

**Working Hours: 15 hours per week for 38 weeks per year (Days & Times negotiable)**

**Salary £5799 (plus 6% Pension Contribution. This is optional after 6 months) (FTE £16,575)**

**Term Permanent position**

**PURPOSE OF POST**

This position is to provide administration support. To be responsible for recording information on to our database, dealing with enquires and to contribute to the smooth running of the office. With flexible working in our office which is based in Waltham Cross and from home.

**KEY AREAS**

1. Systems

2. Administration

4. General

**DUTIES AND RESPONSIBILITIES**

* Data entry to the CHEXS CRM DATABASE system to ensure information is kept up to date. This will include updating the system with personal data and pre and post evaluations. Adding registers and feedback and collating the information.
* To respond to enquiries for CHEXS services by either email, letter and telephone. Taking messages and passing them on to the relevant member of staff in an appropriate and timely manner.
* Recording Family Support Referrals on to the database and informing the relevant member of staff
* To help organise CHEXS events to ensure that they run smoothly
* Ordering stationary and supplies when required
* Providing information about our services such as our courses and support services
* To help create and distribute flyers for CHEXS Courses and manage bookings
* To manage bookings for our Parent Workshops
* Updating and creating questionnaires on Survey Monkey
* To liaise with schools and partners regarding Growth project dates and requirements
* Managing CHEXS Professional Courses including taking bookings
* Update the team calendar when required and organising Zoom/Team meetings
* Sending packs to Volunteers
* Organising paperwork for our Growth programme including collating Risk assessments and creating school folders
* Ensuring all staff vehicle paperwork is up to date.
* Supporting Marketing and Communication Officer with social media requirements

Key Responsibilities:

• Providing administration support to all the CHEXS staff members

* To ensure all student enrolments, evaluations and interventions are added to the CRMDATABASE system in a timely manner.
* Provide front of house for visitors and members of the public either face to face or via the phone Dealing with initial enquires

General

* To assist in all CHEXS community events such as CHEXS Family Day and CHEXS Family Fun run.
* If required to assist at community and services information events to promote CHEXS services
* To attend CHEXS Team meetings

EQUAL OPPORTUNITIES

CHEXS is committed to openness and equality of opportunity in every activity, from the way we employ staff to the way we deliver services. It is a central responsibility of members, managers and employees of the charity to ensure that every individual that we come into contact with is treated with dignity and respect. A copy of the full policy will be given to all staff, and a full briefing on the contents of the policy is included in induction.

The post holder’s duties must at all times be carried out in compliance with the CHEXS Equal Opportunities Policy and other policies designed to protect employees or service users from harassment.

a) Take reasonable care of the health and safety of self, other persons and resources whilst at work.

b) Co-operate with management of the Service as far as is necessary to enable the responsibilities placed upon the Service under the Health and Safety at Work Act to be performed, eg: operate safe working practices.

It is the duty of the post holder not to act in a prejudicial or discriminatory manner towards service users or employees, for example including but not limited to; on the grounds of race, gender, disability, sexuality, age or religion or belief. The postholder should also counteract such practice or behaviour by challenging or reporting it.

DISCLOSURE AND BARING SERVICE

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the DBS as part of CHEXS pre-employment checks. Please note that additional information referring to the DBS is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

HEALTH AND SAFETY

It will be the duty of every employee to comply with CHEXS’ policies and while at work to take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.

PERSON SPECIFICATION

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| **Qualities** | **Working towards / Essential** | **Desirable** |
| **Qualifications** | Good level of English and Math | Administration/business qualification Level 2 and above |
| **Experience** | You will have previous experience working within an office environment.  Knowledge of office administration procedures  Attention to details and high level of accuracy |  |
| **IT skills** | Outlook – produce emails and maintain filing system  Word – able to produce documents/letters, set up mail merges  Excel – able to set up spreadsheets including formula, charts and formatting.  PowerPoint – to produce presentations that convey complex information to a range of audiences.  Good general knowledge of Social media platforms | Previous experience of using bespoke databases |
| **Personal attributes** | The ability to adapt and take on challenges within the CHEXS charity objective.  Good communication skills  Able to work well as part of a team  Discretion  Confidentiality  Work well under pressure  Good organisation skills  Able to work on own initiative  Able to prioritise tasks and meet deadlines.  You will have a flexible problem solving approach to your work. |  |
| **Circumstances** | Happy to work unsupervised and alone  Possesses a full driving license and access to own car to travel independently across various locations  If required to be able to work some late afternoons/evenings to help with CHEXS projects and activities  Able to work occasional weekends to help cover community days |  |