

Job Description

Senior Administrator

Role Summary

You will have overall responsibility for providing a first class administrative function. You will provide direct administrative support to the Head of Business Development and the Data Project team.

You will communicate regularly with people across MacIntyre and externally.

You will be accountable to the Head of Marketing & Fundraising.

Our job descriptions are all written with the following four key points about MacIntyre in mind:

1. Our Vision

For all people with a learning disability to live a life that makes sense to them.

2. Our Mission

We will support a sense of wellbeing through a celebration of each person's unique gifts, talents and contributions, the quality of our relationships and ensuring the promotion of real opportunities to connect with others.

3. Our purpose

To achieve excellence in everything we do.

MacIntyre's "*primary purpose*" is to make a positive contribution to the lives of children and adults with disabilities. We make this contribution by ensuring that all our interactions are great, that our knowledge and skills represent excellence and that we support people to develop purposeful and warm relationships. Our "*secondary purpose*" is to have a positive influence in our local communities and on our sector by connecting well, nurturing partnerships and demonstrating best practice.

4. Our DNA

MacIntyre has a particular way of working with people and because it is so important to all our activities we call it our DNA. It is a combination of our values and the way that we put those values into actions that is unique to MacIntyre. Through our Promises and Value Base, the promotion of Great Interactions™ and Person Centred Approaches, we aim to support every person to live a life that makes sense to them, with a level and style of support of their choosing.

Responsibilities

You will be required to carry out a range of duties within your role. The key responsibilities are detailed below but there will be other duties consistent with the role that you may be requested to undertake by your line manager.

The People We Support

1. To liaise with and forge relationships with stakeholders and partners.
2. In the context of developing MacIntyre's systems, to input, manage and maintain confidential records for people supported by MacIntyre, within the requirements of current data protection legislation.
3. In the context of supporting the Head of Business Development, to act as a point of contact for new referrals to the organisation, capturing details on MacIntyre's Customer Relationship Management (CRM) database.

4. To represent MacIntyre at internal and external events as required.

Our Staff

5. To work with MacIntyre managers across the organisation to support the Business Development and Data Project team's activities.
6. To work alongside MacIntyre's administrative teams to support local troubleshooting, coaching and training administrative staff as required in support of the Data Project, enabling them to work efficiently and effectively.
7. To support the Data Project team to manage the roll out of new systems
8. To support the Data Project team to develop training materials for new and existing systems
9. Be the first point of contact for the Data Project helpline

Quality

10. To ensure you are providing an excellent standard of practice and meeting agreed key performance indicators within your area of responsibility.
11. To provide administrative support to the Head of Business Development and Data Project team.
12. To accurately process records for staff and people we support as required and within the requirements of current data protection legislation.

Sustainability

13. To work with the IT and local teams to gather and maintain records of MacIntyre's IT hardware and broadband
14. To maintain information on MacIntyre's current IT systems including contracts and costs
15. To process and enter data on existing and new IT systems in a timely manner
16. To support the data cleanse on existing systems.
17. To support the project team with any other tasks as the project develops
18. To work with the management team to maintain accurate records and reporting.
19. To promote the health and safety of our staff and people we support through implementation of MacIntyre's relevant corporate policies and statutory requirements.
20. To organise, lead and manage events for MacIntyre when asked to by your line manager to support the team's activities.

Leadership in MacIntyre requires you to

21. Be person centred in your approach
22. Be visible, accessible, approachable and to "roll your sleeves up" when needed
23. To behave in a way that demonstrates you take ownership and responsibility

Person Specification

Below is a list of the typical skills, qualities and experience we would expect you to have to enable you to carry out this role successfully, and how they underpin the Responsibilities set out above in this Job Description.

Skills Qualities & Experience	People We Support	Our Staff	Quality	Sustainability
Essential				
A good standard of education			X	
Substantial administrative experience		X	X	X
Good technical knowledge of MS Office, including Excel and online databases. Generally high level of IT literacy and confidence		X	X	X
Confident in the use of IT systems, and keen to learn and develop a good working knowledge of MacIntyre's digital systems		X	X	X
Be able to support with troubleshooting of MacIntyre's digital systems		X	X	X
Have a supportive and confident approach when working with MacIntyre's teams		X	X	X
Ability to create high engagement and enthusiasm amongst staff teams by adopting a positive and ambitious approach	X	X	X	X
Excellent written and verbal communication skills, including the ability to promote MacIntyre's values and reputation effectively to a range of audiences	X	X	X	X
A belief that people with learning disabilities have the right to participate in making decisions about the services they receive and to access learning opportunities and wider experiences	X			
A commitment to supporting high service delivery			X	
Excellent, proactive organisational skills and the ability to set priorities effectively			X	X
Experience of giving and receiving (then acting upon) honest and constructive feedback		X	X	
Experience of budget recording and auditing of resources			X	X
Current driving licence and own transport				X
Ensuring compliance with regulatory and internal policy requirements			X	X
Ability to manage change effectively and constructively			X	X
Fully vaccinated against Covid				X
Ideal				
Knowledge and experience of online databases, rota systems, MHR iTrent payroll and HR system		X	X	X
A working knowledge of relevant legislation including Data Protection.	X		X	