



### Job Description

**Job Title:** Operations Administration Assistant

**Reports to:** Programme Manager

**Based at:** Study Hall Barns, Stody, Melton Constable, Norfolk

<b>Job Purpose</b>	To provide comprehensive administrative support to the Head Start and Home Straight programmes, undertaking tasks that are essential to the efficient performance of the Operations department, contributing to the overall effectiveness of the Charity.
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<b>Primary Responsibilities</b>	<p>To provide day-to-day administrative support to the Head Start and Home Straight programmes, undertaking extensive data input into the Charity database to maintain operational efficiency;</p> <p>To ensure efficient maintenance of accurate paper and electronic filing systems to support the Head Start and Home Straight programmes.</p>
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<b>Routine Responsibilities</b>	<ul style="list-style-type: none"> <li>➤ Maintain efficient and effective paper and electronic filing systems;</li> <li>➤ Data entry on manual and electronic databases capturing information on Programme service users;</li> <li>➤ Accurate data collection from therapists (Head Start), employment advisors (Home Straight);</li> <li>➤ Data collation and support with the creation of reports;</li> <li>➤ Supporting the production of service user information materials;</li> <li>➤ Collecting and recording service user feedback;</li> <li>➤ Filing and checking of therapist recruitment details and invoices for the Head Start Programme;</li> <li>➤ Providing data for the current academic research evaluation;</li> <li>➤ Administrative support for Advertising and Marketing emails;</li> <li>➤ Identifying Social media content for the Communications/PR function;</li> <li>➤ Engage with referring organisations including NHS teams, other charities and key partners in support of the charity's beneficiaries;</li> <li>➤ General administrative tasks that could include arranging meetings; dealing with telephone calls; photocopying;</li> </ul> <p>This list is not exhaustive and is subject to revision in accordance with the</p>
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	needs of the charity to ensure an effective and efficient administrative function.
<b>Key Skills</b>	<ul style="list-style-type: none"> <li>➤ Highly competent in the use of Microsoft Excel;</li> <li>➤ Ability to use a variety of software packages, such as Microsoft Word, PowerPoint, Outlook, etc.,</li> <li>➤ Proficient working knowledge of databases;</li> <li>➤ Be methodical, accurate and have a thorough approach to work, with excellent attention to detail;</li> <li>➤ Ability to produce accurate statistical information;</li> <li>➤ Good oral and written communication skills;</li> <li>➤ Ability to work as part of a team;</li> <li>➤ Ability to multi-task, prioritise workload and work to tight deadlines;</li> <li>➤ Ability to operate a range of office machines such as photocopiers, computers, franking machine, faxes and document shredding machines;</li> <li>➤ Ability to work within a proactive and demanding environment;</li> <li>➤ Adaptability is essential as the needs of the role vary in line with the demands of the charity;</li> <li>➤ Ability to stay calm under pressure;</li> <li>➤ A desire to show initiative ;</li> <li>➤ Have a neat personal appearance.</li> </ul>
<b>Desirable Skills</b>	<ul style="list-style-type: none"> <li>➤ Experience in the voluntary sector;</li> <li>➤ Experience using the Salesforce Database;</li> <li>➤ Confidence to communicate with Wounded, Injured, Sick and/or socially vulnerable veterans;</li> <li>➤ Empathy with vulnerable Armed Forces veterans and an understanding of the challenges they may face in overcoming barriers to successful transition on leaving the military;</li> <li>➤ Mental Health First Aid Training for the Armed Forces.</li> </ul>