

**Job Title:** Administrative Assistant

**Reports to:** Senior Director

**Hours of Work:** Part time, 16 hours per week

**Normal Place of Work:**

The Hideaway, Partington Shopping Centre, M31 4EL – Hybrid working and flexible hours are possible.

**Contract:** Permanent from Dec 2024

**Salary:** HTT Band 3 (£12.82 per hour) – Band 5 (£13.52) depending on skills and experience. Plus pension, NI etc.

**Deadline:** Sunday 24<sup>th</sup> November 2024

**Our Mission**

To reverse poverty for families and vulnerable people using education, relationships and practical help to bring life-transforming help, hope and joy.

By creating unique community hubs in areas of high deprivation, we bring together partners to create a thriving open-access, barrier and stigma-free community for learning, playing, building relationships and accessing all support needed in a central and welcoming 'third space'.

**Purpose of Job**

To work within the central Trust team providing on-going administrative support for the health and family team.

The post holder will enjoy developing and maintaining systems and data, be highly confident and competent on a PC, be organised and able to work methodically. The post holder will be keen to learn Airtable (cloud database software) to a good level and be able to communicate with team and beneficiaries clearly and politely.

**Key responsibilities**

- Create, update and improve databases within 'Airtable'\*.
- Provide admin support including filing, calls, data management for health and family team.
- Support the Hideaway team through updating events through online booking portal
- Taking minutes in meetings as required.
- Support the wider team with Airtable training and use of specific databases.
- Help to collect and collate data for funding monitoring.
- Support with GDPR, ensuring that all data and monitoring is done in accordance with the law and our own policies.

- Support party and events team from an administrative perspective as required for holidays.
- Deal with enquiries from staff, customers and suppliers in a friendly and professional manner
- To undertake all duties in accordance with relevant Health & Safety legislation and in line with the values and ethos of the organisation
- To uphold and promote the vision and values of Hidden Treasure Trust.
- Supporting anything else deemed necessary in this post

*\*Training can be provided. Some self-motivated learning may also be required.*

This job description does not form part of your Contract of Employment

**Dated:** November 2024

### Skills Required

The role demands the following blend of skills, experience, knowledge and behaviours and will be assessed by application letter, CV and/or interview/ assessment as deemed necessary.

<b>Essential</b>	<b>Desirable</b>
<b>Knowledge, Skills, and Abilities:</b>	
<p>Have excellent communication skills:</p> <ul style="list-style-type: none"> <li>• Actively listens and responds politely and clearly;</li> <li>• Presents written information in a clear, structured, and concise manner;</li> <li>• Speaks with clarity, effective structure, volume, pace, and tone.</li> </ul> <p>Works well with colleagues inside and outside the team; respecting, compromising, supporting, and valuing the views of others.</p> <p>Is committed to providing excellent service.</p> <p>Recognises the importance of high standards of customer service.</p> <p>Good working knowledge of Microsoft Office (particularly Excel and Word).</p>	<p>Experience of using database software such as access or Airtable.</p> <p>Ability to type quickly and accurately.</p>

<b>Qualifications/ Attainments:</b>	
GCSE English Language min. level 5.	Administrative or business qualification.  Computing or IT qualification
<b>Experience:</b>	
Experience of Microsoft Office software.  Experience working in an office environment.	Experience serving the general public.
<b>Personal Qualities:</b>	
Friendly and honest.  Able to work in a disciplined and organised manner, seeking advice re priorities when necessary  Attention to detail  Self-motivation and pride in doing a good job.  The ability to handle confidential matters with discretion  Self-motivated to learn new skills and a commitment to self-improvement.	Flexibility on working hours.
<b>Other:</b>	
An enhanced DBS (formerly CRB) check may be required.  A willingness to work within the Christian ethos and values of the organisation.  A willingness to undertake First Aid training and other CPD training opportunities.	Appreciation of health, safety, and welfare of children.