**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 24th 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 though 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.

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| **Essential** | **Desirable** |
| **Knowledge, Skills, and Abilities:** |  |
| Have excellent communication skills:   * Actively listens and responds politely and clearly; * Presents written information in a clear, structured, and concise manner; * Speaks with clarity, effective structure, volume, pace, and tone.   Works well with colleagues inside and outside the team; respecting, compromising, supporting, and valuing the views of others.  Is committed to providing excellent service.  Recognises the importance of high standards of customer service.  Good working knowledge of Microsoft Office (particularly Excel and Word). | Experience of using database software such as access or Airtable.  Ability to type quickly and accurately. |
| **Qualifications/ Attainments:** |  |
| GCSE English Language min. level 5. | Administrative or business qualification.  Computing or IT qualification |
| **Experience:** |  |
| Experience of Microsoft Office software.  Experience working in an office environment. | Experience serving the general public. |
| **Personal Qualities:** |  |
| 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. |
| **Other:** |  |
| 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. |