



quo vadis trust

JOB DESCRIPTION

Job Title	Senior Team Administrator
Responsible to	CEO
Responsible for	N/A
Contract	Full time, Permanent
Location	Head Office - 92 Brownhill Road SE6 2EW
Hours	35 hours per week, 9-5 with an unpaid hour lunch break Quarterly attendance at a Saturday morning board meeting for which you will receive a day time off in lieu

Organisational Context:

Quo Vadis Trust (QVT) is a specialist housing charity in South East London. We provide a service to people whose mental health has deteriorated and who need support with their housing. Quo Vadis Trust provides homes to over a hundred people in South East London. Our range of support both on and off the premises helps each individual customer to maximise their independence.

Job Purpose

To provide administrative support to the Senior Leadership Team, Head Office and Operations Team.

Main Responsibilities

1. SLT and Trustee Board

Provide support to the board of trustees and the SLT.

- Coordinate papers for the board, working with the SLT and other staff to source them
- Prepare draft reports on the direction of the CEO
- Distribute papers in advance of each trustee meeting
- Make practical arrangements for the meeting, send out reminders and notifications as necessary
- Maintain trustee records at Companies House
- Provide board related support as required by the CEO

- Support the CEO and other SLT members as required to prepare business cases, letters and other draft reports.

2. HR related

Provide general day-to-day support to the HR Manager

- Coordinate and support recruitment and talent retention
- Manage and maintain employee contracts, files and other information in line with GDPR
- Coordinate training and development programmes including administration of online training, in conjunction with the HR Manager and Head of Operations, and liaising with external training bodies as required
- Administration and coordination of internal training programmes in conjunction with the HR Manager and Head of Operations
- Develop, manage and support employee-related programmes, such as Work Experience and Apprenticeships
- Provide support in relation to the administration and processing of DBS and clearance for Volunteers and new employees
- Provide administrative support as required, including in respect of the Benefit Schemes and eligibility to work records and audits.

3. QVT and Employee Awards, nominations and bids

Lead on applying for awards, bids and making nominations for QVT, its staff, clients and volunteers as requested by the CEO

- Identify awards and determine if suitable in agreement with the CEO
- Source data and make applications
- Analyse success/failure rate
- Celebrate successful awards, promoting to staff and stakeholders.

4. QVT Events Calendar

Maintain an Events Calendar such that the SLT and other staff can see significant forthcoming events including staff, service users and trustee meetings, management meetings, national and local events and other meetings

- Send appropriate calendar invites
- Ensure external events are properly attended
- Maintain attendance log.

5. Website Management

Work with Development Manager to maintain website for staff, clients and external stakeholders

- Maintain website; ensure all data is accurate, relevant and up to date
- Post relevant news and information including client activities schedule.

6. Stakeholder surveys

Manage stakeholder surveys and record results

- Carry out quarterly surveys
- Coordinate results and prepare report of outcome using written and graphical feedback
- Track and report on trends; raise issues with SLT.

7. Complaints log

Maintain log of complaints and ensure all are followed up to closure

- Record complaints and categorise appropriately
- Ensure complaints are investigated by relevant staff and record outcome
- Report on complaints to SLT at management and Board meetings

8. Emergency and Business Continuity Plans

Maintain emergency plans for each scheme ensuring all are updated as and when changes occur

- Maintain the Business Continuity Plan ensuring this is updated as and when changes occur
- Ensure plans are available to all staff.

9. Other

- Be a problem solver, responsive and willing to meet the changing demands and challenges of the organisation
- Positively represent QVT to outside bodies to assist in the development and strengthening of partnerships and communicating the Trust's vision, values and strategic aims
- Communicate effectively and work productively with all staff
- Be a team player in all activities
- Foster positivity and productive working relationships with all internal and external stakeholders, contractors, suppliers and agencies
- Exercise a high degree of probity and personal integrity in dealing with both internal and external stakeholders, contractors, suppliers and agencies
- Adhere to all QVT's policies and procedures
- Undertake any other tasks which might reasonably be requested by the CEO and other managers.

Health and Safety

All employees must observe, comply with and continually promote QVT's policies and procedures for Health and Safety.

Equality, Diversity and Inclusion

All employees must observe, comply and continually promote QVT's Equality, Diversity and Inclusion Policy.

This job description of the role is as it is presently constructed. This will be reviewed periodically and updated to ensure that the job description fully reflects the responsibilities of the job.

PERSON SPECIFICATION

Job title	Senior Team Administrator
Department	Administration

Education, Qualifications and Training	Essential	Desirable
Numerate and Literate to the equivalent of GCSE in English and Maths	√	
Experience		
Working in a similar role e.g. PA or Team Secretary	√	
Working in Mental Health		√
Working for a Charity		√
Skills/Abilities		
Proficient in Microsoft Office ,Outlook & other related computer packages	√	
Excellent customer focus , places the customer at the heart	√	
Highly organised, problem solver, creative, innovative	√	
Ability to work under pressure and to tight deadlines	√	
Excellent verbal and written communication skills	√	
Able to demonstrate a conscientious and dedicated attitude	√	
Ability to work on own initiative and demonstrate a commitment to team working	√	
Reliable, dependable, flexible and adaptable	√	
Tact, diplomacy and discretion	√	
Organised, methodical and thorough, with an eye for detail	√	
Awareness of GDPR	√	
A confident manner, and the ability to communicate and negotiate at all levels	√	
A positive and friendly demeanour and a 'can-do' attitude	√	
Other relevant criteria		
Ability to travel between sites when required	√	