



quo vadis trust

## JOB DESCRIPTION

Job Title	Team Administrator
Responsible to	Head of People
Responsible for	N/A
Hours	Full time 35 hours per week
Location	South East London
Salary	£20k p.a. rising to £21k p.a. on completion of probation

### 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 and holistic wellbeing. Quo Vadis Trust provides homes to around a hundred and sixty 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

#### General Administration

- Provide general administrative support to the Senior Leadership Team including diary management, booking and facilitating meetings and coordinating availability internally
- Create and manage effective administrative systems and processes including responding to and logging correspondence and supporting information management including data protection
- Support with the preparation of correspondence and documents including compiling and formatting documents to a high standard and writing and keeping minutes of meetings
- Support events management when necessary, including supporting staff to plan and run events successfully by ordering resources and organising catering when necessary
- Assist the Chief Executive with administrative tasks as and when necessary
- Cover for the Executive Administrator when they are absent

#### Office Management

- Manage and maintain up to date mailing, filing, database systems and inventories

- Responsible for the operation and maintenance of office machines such as main printer and scanner
- Manage the office to ensure the efficient management and upkeep of the physical office space. Ensuring that the office runs efficiently including management of office stock and office resources
- Answering office phones
- Checking info inbox

#### **I.C.T.**

- Assist Head of Finance in managing all aspects of ICT; delivering strategy of expanding use of technology at QVT
- Day to day contact with broadband provider; reporting and following up issues; arranging for new installations
- Day to day contact with outsourced IT provider; handling queries
- Basic administration of Office 365 in conjunction with outsourced provider
- Purchase, configuration and set up of IT hardware, including copiers and scanners in conjunction with providers
- Train and enable staff to use technology such as MS Teams. Be an enthusiast for all aspects of technology
- Management of all fixed and mobile phone lines; to include 3CX softphone system
- Manage CCTV network; including maintenance and new installations
- CCTV monitoring - carrying out monitoring requests, downloading and converting video footage and uploading to the organisation's shared drive for managerial review - Operations role
- Sole administrator of our Skyguard / PeopleSafe accounts

#### **QVT Events Calendar**

- Maintain and organise an Events Calendar such that the Senior Executive team, Trustees and other staff can plan for and see significant forthcoming events. This includes but is not limited to staff, clients and trustee meetings, management meetings, Trustees' week, Volunteers' week, World Mental Health day and other national and local events and meet-ups
- Research on Linked in, Twitter, the internet and other social media platforms for industry related occasions, trends, celebrations and events which QVT needs to promote, celebrate or be involved in. Support the CEO with planning, publicity and delivery.
- Send appropriate calendar invites to Trustees, stakeholders, staff, clients and next of kin
- Ensure external and internal events are properly attended, e.g. Open Days, Celebratory events and special occasions
- Maintain attendance log and support the CEO and Head of People with review and future planning for best results, working on a 'continuous development and learning organisation' model

## **General**

- 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 line managers

## **Health and Safety**

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

## **Equity, Diversity and Inclusion**

All employees must observe, comply and continually promote QVT's Equity, 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

Education, Qualifications and Training	Essential	Desirable
Numerate and Literate to the equivalent of GCSE in English and Maths	√	
<b>Experience</b>		
Working in a similar role e.g. PA, Admin Assistant or Team Secretary	√	
Working in Mental Health		√
Working for a Charity		√
<b>Skills/Abilities</b>		
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 at all levels	√	
A positive and friendly demeanour and a 'can-do' attitude	√	
<b>Other relevant criteria</b>		
Ability to travel between sites when required	√	