

Evening Service Administrator

Job Description and Person Specification

JOB DESCRIPTION	
<p>AVENUE:</p> <p>Avenue is a charity, based in the North East of Scotland, that provides a range of services to families, children and individuals. We help families and individuals to overcome obstacles to wellbeing and find ways forward through the challenges that life can bring.</p>	
<p>VALUES:</p>	<ul style="list-style-type: none"> • Effectiveness • Integrity • Respect • Credibility • Innovation • Independence
<p>AIMS:</p>	<p>To provide a high level of accurate and timely administrative support to the Avenue team which enables the smooth running of Avenue's services.</p> <p>To be the first point of contact for all stakeholders, providing appropriate information and creating a welcoming environment for all.</p> <p>To be an integral part of the Avenue team, providing essential operational support to all areas of the charity as required.</p>
<p>MAIN DUTIES:</p>	<ul style="list-style-type: none"> • Be the first point of contact for all enquiries by telephone, in person and email, providing a positive, empathic response, engaging in active listening, and offering initial support and signposting where necessary. • Processing all referrals received by the service in a timely manner, ensuring that all data is collected and recorded appropriately, with a high level of attention to detail. • Supporting the overall work of Avenue and providing administrative support to all Avenue's services in an efficient and effective manner.

- Providing effective support to practitioners and other frontline team members to ensure the smooth running of services for the benefit of the people who use Avenue's services.
- Inputting comprehensive, accurate information into the Avenue databases, highlighting any areas of concern to managers, and compiling statistics for the team as required.
- Safeguarding all data relating to Avenue's services and operations.
- Working collaboratively with other administrative staff to pro-actively develop and maintain efficient administrative systems that meet the needs of the organisation.
- Processing calls, correspondence and other administrative tasks.
- Taking payments for appointments and creating invoices where applicable.
- Signposting people to Avenue services, other agencies and providing additional information as required.
- Developing and maintaining an in-depth knowledge of all Avenue's services.
- Planning and organising own work schedule, demonstrating good time management and anticipating and responding to difficulties in meeting deadlines.
- Greeting visitors to the premises, providing a welcoming environment and guiding visitors around the building in accordance with risk management procedures.
- Overseeing stocks of stationery and other materials, and ordering in line with Avenue's financial processes.
- To take responsibility for maintaining health and safety records in accordance with organisational requirements.
- Build positive working relationships with colleagues within Avenue, and in partner agencies and organisations.

	<ul style="list-style-type: none"> • Attend team meetings as required. • Undertake any other reasonable duties, as requested by your line manager. • Ensure compliance with Avenue's processes, policies and procedures, in particular Data Protection, Confidentiality, Safeguarding and Child Protection, Equality and Diversity, and Professional Boundaries.
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PERSON SPECIFICATION	
REQUIRED KNOWLEDGE, EXPERIENCE AND SKILLS	ESSENTIAL / DESIRABLE
Understanding of and empathy with Avenue's aims and values	E
Commitment to providing a non-judgemental, non-discriminatory and empowering service to the people who use Avenue's services	E
Excellent IT skills, in particular Microsoft Office 365, and experience of maintaining a contact database.	E
Experience of working in a busy hands-on administrative role, including establishing and maintaining general office procedures	E
Excellent interpersonal communication and telephone skills, both written and verbal	E
Ability to be adaptable, responding positively to change	E
Ability to work as part of a busy team, with internal stakeholders at all levels, but also to work on own initiative	E
Good personal organisation, attention to detail and time management skills with the ability to work to tight timescales and deadlines	E
Proven flexible approach with the ability to prioritise tasks, be proactive and solution focused	E
Experience of delivering good customer service	E
Experience of coordinating tasks, administration and the maintenance of accurate records and data	E

An ability to spot opportunities to improve efficiency	E
Strong knowledge and experience of using Charitylog database management system	D
Experience of working in the Third Sector	D