## TOUCHSTONE

**JOB DESCRIPTION**

**BEING YOU LEEDS ADMINISTRATOR**

Grade: Touchstone Pay Structure (2024) Points\* 07 – 11, starting at £25,839.84 pa/pro rata

Hours: 37 hours per week (job share applications will be considered)

Responsible to: Volunteer and Anti-Stigma Coordinator

Employing body:Touchstone

Location: Office Based at Touchstone Support CentreLS8 4EX

**The post holder may be required to work at other Touchstone sites and occasionally out of hours, in line with organisational need.**

\*Any increase in pay point(s) will be reviewed on annual basis based on the financial position of Touchstone and will only be awarded on this basis. Your pay/pay point will not automatically increase.

**PURPOSE OF THE JOB**

To provide administrative and communications support to the Being You Leeds Service, staff management and volunteers, contributing towards providing a seamless, timely and effective running of the service, which is delivered by Touchstone and six delivery partners and other services based at Support Centre

The role is varied and includes identifying, developing and maintaining administrative and member database systems, supporting recruitment (both staff and volunteers), collating and producing and analysing data using the most appropriate IT system/software for monitoring and reporting purposes for Managers, delivery partners and commissioners, servicing meetings, being the first point of contact for visitors to Support Centre and, communications and social media support. To provide admin support to other community health development services..

To support the day-to-day running of the office including greeting visitors, carrying out reception duties and liaising with contractors and visitors as needed.

To support teams and managers to ensure that the office is covered during office hours and health and safety is maintained to a high standard.

To support the active presence for the Being You Leeds service on social media jointly with other staff and Managers e.g. on Facebook, LinkedIn Instagram. Together with Managers and staff produce high quality bi-monthly newsletters, posters, and presentations using appropriate software e.g. PowerPoint, Canva.

The post holder will be part of the Central Admin Team and will occasionally be required to carry out administration duties to support all Touchstone services to contribute to the effective operation of the organisation.

### ADMINISTRATION

1. To be responsible for developing and maintaining IT and paper-based systems for reporting, monitoring, and operational purposes, ensuring information is accurate, up-to-date and compliant with organisational standard
2. To use appropriate IT systems eg Excel, information systems, to collate information and present accurate information in the appropriate format as required for reporting, monitoring, and operational purposes in accordance with set deadlines and Managers, Service, Organisational requirements.
3. To produce physical and digital assets for the promotion of the service, upholding the Being You Leeds brand, and distributing through appropriate communications channels.
4. To work closely with the team and Finance Team to assist them with the smooth operation of financial procedures.
5. To service Team, Services and Organisational meetings, events and groups, including liaison with venues, booking of rooms, preparing refreshments, setting up links for online sessions e.g. Eventbrite, Microsoft Teams, preparation of meeting papers and taking and producing accurate minutes of meetings and acting upon any follow up action.
6. To support the administration of recruitment, selection and interview processes for staff and volunteers.
7. To be the first point of contact for Community Health Development services, via phone, face to face and monitoring shared inboxes regularly.
8. To support the monitoring of emails through central email inboxes and action as appropriate including directing emails to others.
9. The deal with day-to-day petty cash transactions on behalf of the team.
10. To facilitate the ordering of items needed for the service including raising Purchase orders and working to budgets to find cost effective options.
11. To accurately produce documents to a high standard.
12. To assist staff and volunteers, where required, in developing computer skills and the use of in-house applications and office equipment.
13. To support Anti Stigma and Volunteer lead to carry out volunteer checks including DBS, and any other appropriate checks as required.
14. To monitor, order and issue of resources in accordance with Touchstone’s procedures. To control the issue of stationery, monitor stock levels and order new supplies of stationery and materials.
15. Jointly with Managers and staff post information about events/services on social media, promoting upcoming activities at external events and showcasing work at partnership meetings.
16. To maintain and develop effective filing systems both online and hard copies. Ensuring that shared folders are kept up to date and regularly used posters, timetables and leaflets are up to date.
17. To actively promote volunteer opportunities, ensuring invites are sent to volunteers for training, open days and continuing personal development.

# GENERAL

1. To work at all times as part of a team. This includes working with other staff (who may be employed by different organisations), attending team and staff meetings and developing a teamwork approach to all aspects of the organisation's work.
2. To maintain accurate records in line with service requirements.
3. To be inducted, supervised, performance managed and appraised in line with the organisation’s performance management policies and procedures.
4. To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness.
5. To participate in the further development of the service and organisation in conjunction with the service (s) you support and Admin Team as requested.
6. To operate within the aims, policies and practices of Touchstone at all times and to be committed to and promote the organisation’s equal opportunities and anti-discriminatory policies.
7. To ensure information is dealt with in accordance with Touchstone’s policies around GDPR, Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.
8. To be responsible for promoting the work and services of Touchstone to the public, potential service users, referrers and funders.
9. To implement Touchstone’s policies and procedures and to comply with the aims of Touchstone at all times; to be committed to and implement Touchstone’s Equality and Diversity Policies and to promote this.
10. To be aware of and employ the general practices of Touchstone’s Safeguarding, Risk Management, Security and Health and Safety policies and ensure these are adhered to at all times.
11. To undertake any other duties as directed by your Manager in line with the responsibilities of this post.

June 2025