## TOUCHSTONE

**JOB DESCRIPTION**

**Community Enablement Team (CET) Administrator**

Grade: NJC Scale Points 7-11 starting at £24,294 pa pro/rata

Hours: 26 hours per week

Responsible to: CET Wakefield Community Services Manager

Employing body:Touchstone Board of Trustees

Location: Prosper House, Upper Warrengate, Wakefield

**This role is fixed term up to July 2025 (with potential extension).**

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

**PURPOSE OF THE JOB**

To provide administrative support to the Community Enablement Team staff, and other Wakefield Prosper House services. Management and the organisation including identifying, developing and maintaining administrative systems, collating and producing data for reporting purposes, servicing meetings

To support the day-to-day running of the administrative office, building & supplies including carrying out some reception duties. To work alongside the CET manager to provide accurate and timely reporting in line with service requirements.

The post holder will be part of the Central Admin Team and will 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 systems for reporting, monitoring and operational purposes, ensuring information is accurate, up-to-date and compliant with organisational standards.
2. To produce statistics based on service user data, collate information from PSOCC database and prepare documents as required for reporting, monitoring, and operational purposes in accordance with set deadlines and as required by Managers and staff.
3. To monitor, review and maintain supplies , systems in line with requirements of the Prosper House services , including reporting repairs, arranging contractors and recording appropriately.
4. To liaise with referrers and potential referrers, ensuring information and requests are dealt with in a reasonable timescale.
5. Monitor inbox referrals and process these accordingly, ensuring data is stored and held in line with policy and procedure
6. To service meetings, including booking of rooms, preparing refreshments, preparation of meeting papers and taking and producing accurate minutes of meetings and acting upon any follow up action**.**
7. Liaise with external groups and facilitators to the site, providing information, induction and relevant communication as required.
8. To support the administration of recruitment, selection and interview process for staff including supporting Managers with the preparation of adverts, placing adverts, preparing and ensuring the quality of recruitment information and support the interview process e.g. booking of interviews, on-line interviews e.g. on Microsoft Teams.
9. To ensure accurate monitoring reports are created in line with information regarding the organisation’s learning and development plan and recruitment.
10. To accurately word-process reports, minutes and correspondence to a high standard, and to maintain quality control of material sent to external agencies.
11. To support staff, students and volunteers in developing computer skills and train them in the use of in-house applications and office equipment.

# 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 People and Culture and Admin Team as requested.
6. To be aware of and employ the general practices of Touchstones health and safety policy and ensure these are adhered to at all times.
7. 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.
8. To ensure information is dealt with in accordance with Touchstone’s policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.
9. To be responsible for promoting the work and services of Touchstone to the public, potential service users, referrers and funders.
10. To implement Touchstone’s policies, procedures and practices 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.
11. To ensure that Data Protection, Health & Safety, Complaints Handling and Corporate Governance requirements are met.
12. To be aware of and employ the general practices of Touchstone’s Health and Safety and Safeguarding Policies and ensure these are adhered to at all times
13. To undertake any other duties as directed by your Line Manager that may reasonably fall within the scope of the post.

February 2024