

VAL Jobs

Administrator - VALUES Service

(Supporting people with Learning Disabilities)



Helping people change their lives for the better

Job description

Job purpose:	Providing all aspects of administrative support to the VALUES Team at VAL; maintaining information resources; enabling people to access the services provided, assisting in the day to day running across the Team To support the development of the Project to be a recognised leader in delivering high quality support services
Responsible to:	VALUES Team Manager

1.	Main aims of the role
	<ul style="list-style-type: none">▪ Provide the VALUES Project with all aspects of administrative and co-ordination support▪ Assist in the day to day delivery and coordination of the VALUES Service and provide support to the Team▪ Enable people and organisations to gain information regarding the services provided by the VALUES Project▪ Support the maintenance of the VALUES information resources and website▪ Support the VALUES performance management and reporting systems▪ Promote equality and diversity in all areas of service delivery

2.	Main activities and responsibilities of the role to deliver the aims
	<ul style="list-style-type: none">▪ Maintain and update VALUES systems and databases▪ Run VALUES Invoices▪ Review and validate Staff Timesheets▪ Update VALUES website▪ Organise, service and take minutes at meetings▪ Maintain and develop VALUES Service Information Resources.▪ Provide information and communications for colleagues, service users and family in a variety of formats, undertaking basic research as needed.

3.	Supporting the development of VAL and its people
	<ul style="list-style-type: none">▪ Be an effective ambassador and representative for VAL and the service.▪ Participate positively in the development of VALUES Service plans, projects, performance management and VAL organisational development.▪ Maintain data, statistics and information on VALUES Service and to produce regular monitoring and promotion reports.▪ Actively participate in learning opportunities, including mentoring and peer learning to share and gain skills across VAL and keep up to date with relevant changes in policy and practice.▪ Build and maintain effective relationships with colleagues including working collaboratively across VAL.▪ Be accountable to VAL and colleagues for your actions, actively supporting VAL's values▪ Ensure the health and safety of VAL staff, volunteers and service users.▪ Encourage and promote equality and diversity inside and outside of VAL.▪ Undertake any other reasonable duties in line with the aims of the post

Person specification

The person specification sets out the essential qualities that we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include paid and voluntary work or other relevant life experience.

Customer services, information and advice	Experience of providing a front line enquiry service and liaising with a variety of people and organisations at all levels
Administration	Established administration, office support and co-ordination skills.
Managing, supporting and working alongside people	The ability to work alongside and support the Team, Service Users and Volunteers across the organisation.
Performance Management	Ability to undertake all aspects of administration support including systems and database administration, information handling, invoice processing, collating data.
Organisational skills	Sound organisational skills with the ability to: <ul style="list-style-type: none"> ▪ Prioritise demands ▪ Make decisions ▪ Work to deadlines ▪ Respond effectively to change
Equality and diversity	<ul style="list-style-type: none"> ▪ Encourage and promote equality, diversity and inclusivity in the delivery of services ▪ Experience of working effectively with people from a range of backgrounds
Approach to work	<p>Have:</p> <ul style="list-style-type: none"> ▪ A customer service focus ▪ A positive “can do” approach to advice and support provision ▪ A positive approach to people with learning disabilities <p>The ability to deal with difficult situations and changing environments calmly and effectively</p>
Presentation skills and oral communication	Excellent communication skills both face to face, electronically and over the telephone
Written Communication and developing information resources	Good writing skills
ICT Skills	Proficient in ICT packages including word processing, email and internet, spread sheets and databases
Continuing professional development	Evidence of continual development of knowledge of skills is required
Hours of working	Able to work some evenings and occasionally at weekends?
Travel	Ability to travel regularly within the city and county?
Knowledge and skills	Prior experience of working with/supporting people with a learning disability would be desirable

This does not form part of your contract of employment – June 2022