Job Description – Administrative Assistant

Project: Day Services, Aldingbourne Country Centre

Work Location: Aldingbourne Country Centre, PO18 0JP

Directly responsible to: ACC Deputy Manager

Overall responsible to: Deputy CEO

**General Purpose:**

This role requires someone with a positive, flexible and proactive attitude to join our Support team at the Aldingbourne Country Centre. You will assist the Senior Support team, taking an active role in providing general, financial & administrative assistance to support theefficient running of the project.

You will work as part of a team assisting with all aspects of service provision, including record keeping, support documentation, liaising with external stakeholders and partners, office administration and improving systems. You will assist with care plan reviews ensuring information is collated, recorded and shared appropriately as we aim to develop peoples’ abilities and confidence and meet their needs to have a positive impact on their daily life, ambitions and self-esteem. There may also be times when you may assist the team with supporting people to promote their well-being and development.

We embrace a "one team" ethos and employ people who are pioneering and who strive to be outstanding in their role, to ensure that while in our care, the emotional, social, and personal fulfilment needs of the people we support are recognised, assessed, and met. In return, with full training, we empower you to be the best that you can be in this role.

**Key Terms and Conditions:**

* Hours of work up to 30 hours per week, core hours Monday to Friday 9am-3:30pm
* Pension: The Aldingbourne Trust offers a contributory pension scheme to qualifying staff.
* Annual leave: 25 days in each year, pro rata for part time staff. 1 extra day per annum after 5 years of service, up to a maximum of 5 extra days after 10 years.
* Sick leave: After the first month’s service, 2 weeks at full pay in a rolling 12-month period (pro rata if Part Time)
* Emergency family care/ career’s leave: Up to 6 days per annum (pro rata if Part Time)

**Employee Benefits:**

* Life Assurance: 2 x your annual salary
* Employee Assistance Programme
* Bicycle voucher scheme
* Eye care vouchers
* Discounted gym membership
* 10% in ACC shop, ACC café, Horticulture, Make and Make Café.
* Flu Vaccinations
* £200 refer a friend scheme (payable when the new person starts)

**Duties and Responsibilities:**

* To work with the Senior Support team to maintain data and financial information, produce of reports and assist with banking/petty cash.
* Provide accurate and timely record keeping and administration. Typing of general and confidential correspondence, documents, reports, agendas, minutes and associated collation and management of information, filing, archiving and distribution.
* To deal with telephone and general enquiries as appropriate and carry out general office duties and ordering
* Support team members with IT, including use of word, excel, Teams, accessing Cascade (our human resources software), e-learning and training.
* Contacting and sending correspondence to people’s families and carers
* To be familiar with and implement the values of The Aldingbourne Trust.
* Assist when needed with the delivery of support services at the Centre to meet people’s needs, working with the wider team at ACC to promote development, opportunities and engagement for the people we support, in accordance with agreed plans and Trust policies
* Operate within the principles of ‘Great Support’ put the people we support (PWS) first, promoting their inclusion, rights, independence and choice, to enable them to reach their potential
* Take responsibility for your personal health and safety, and that of the people on site by implementing health and safety procedures and safe methods of working including risk assessments and pro-actively reporting issues and potential hazards. Participate in security arrangements.
* Recognise and implement safeguarding procedures to protect the people we support, which includes whistleblowing when appropriate.
* Treat everyone with dignity and respect, ensuring confidentiality.
* Manage conflicting demands, prioritse, and deal with any concerns/complaints in a professional and timely manner.
* Be responsible for maintaining your personal and professional development.
* Be a role model - you are not expected to be perfect, but you are expected to act with integrity within and outside the Trust.
* To perform any other duties that are commensurate with the post and may be specified from time to time by the organisation.

This post is a regulated activity. As the post holder, you will be expected to undertake a DBS check, at enhanced level and against the Adult Barring List. Regulated activity (adults) as defined by the Safeguarding Vulnerable Adults Groups Act 2006 from 10th September 2012, for the purposes of this post are: providing personal care, assistance with general household matters, conveying people. We have assessed this post and are satisfied that it is reasonable and that the post holder will be required to engage in any or all these regulated activities.

**Person Specification:**

**Essential:**

* Excellent organisational and administration skills and experience.
* Excellent interpersonal, communication and presentation skills.
* IT skills including Microsoft Office, Teams and Social Media
* Reliable team worker with ability to plan and prioritise
* Positive, patient, and flexible approach.
* Problem solving skills and personal adaptability.
* Proactive, self-motivated and a desire for self-development.
* Due to the location of the Centre, own transport is essential.

**Desirable:**

* Experience in working with people with learning disabilities.
* Skills and experience that relate to the Centre’s social enterprises – woodwork, craft, catering, horticulture and performing arts.
* Makaton, BSL or communication passports/exchange systems
* D1 driving license to provide occasional minibus transportation to the people we support.