



National Star

Realising the aspirations
of people with disabilities

Job Description

Administration Assistant

ORGANISATIONAL RESPONSIBILITIES

Reports to: Residential Manager

Liaises with: All organisational staff and stakeholders

MAIN PURPOSE OF JOB ROLE:

To provide a professional and confidential admin service to the residential management team to enable them to maximise their effectiveness and efficiency.

PRIMARY TASKS:

- Organise and prioritise correspondence coming into the offices
- Receive phone calls into the residence and filter information to the relevant people
- Take detailed and accurate messages when required
- Oversee incoming and outgoing post
- Oversee diary management and forward planning.
- Process cash transactions and ensure accurate financial recording
- Liaising with students and staff
- Demonstrate personal commitment to equality to ensure we develop a community which celebrates and values diversity
- Promote and adhere to the organisation's Health and Safety At Work policy and procedures
- Develop professional and co-operative relationships with internal and external stakeholders
- Carry out such other duties as may be required by the Management team

SAFEGUARDING

National Star takes seriously its responsibility for safeguarding and is committed to safeguarding and promoting the welfare of young adults and children. Therefore we require that all staff share this and act accordingly by applying organisation policy and procedure and attending annual safeguarding training.

EQUALITY & DIVERSITY

Through personal example and clear action demonstrate commitment to equality and diversity ensuring equality of access and treatment in employment and service delivery to all.

HEALTH & SAFETY

Promote the organisation's Health and Safety at Work Policy and Procedure and ensure these are implemented effectively within the department.

Person specification – Residential Admin Assistant

| Attribute | Essential | Desirable |
|-----------------------|--|---|
| Experience | Previous experience as an administrative role in a busy environment | Experience of working in an educational setting |
| Qualifications | Good standard of education to Level 3 | Professional qualification in a related discipline |
| Skills | <p>High level communication skills in writing and verbally.</p> <p>Ability to write concisely and have the ability to summarise information.</p> <p>Able to accurately record financial transactions</p> <p>Highly developed organisation, planning and administration skills with the ability to meet tight deadlines</p> <p>Good level of computer literacy</p> <p>Ability to use initiative and problem solve independently</p> <p>Excellent time management skills</p> | <p>Advanced user of full Microsoft Office suite</p> <p>Shorthand or speed note taking</p> |
| Personality | <p>Resilient individual</p> <p>Loyal and a high level of confidentiality</p> <p>A meticulous, professional & thorough approach to work</p> <p>Able to work effectively using own initiative</p> <p>Proactive approach to problem solving</p> <p>Have respect and understanding of the needs of learners and stakeholders</p> | |
| Motivation | High level of personal motivation | |
| Other | <p>Commitment to Equality and Diversity</p> <p>Support the ethos of the organisation</p> | UK Driving License (Ullenwood is not based on a public transport route) |