

## **JOB DESCRIPTION – SENIOR ADMINISTRATOR (PART TIME)**

### **Job Share – 22.5 hours per week over 3 days**

**Safeguarding Network** an exciting company providing safeguarding support and training to organisations working with children and adults at risk. Established in 2017 we were concerned that there is an increasing requirement on schools to fill the void left by decreasing social care budgets, with little by way of support, particularly when something is not deemed to meet the social care thresholds. Safeguarding Network was therefore designed with the aim of reducing this burden with the aim of building confidence in safeguarding.

**Location:** Flexible – commutable to Totnes preferred

**Salary:** £24,500-£28,000 FTE

**Hours:** 22.5 hours per week.

**Annual Leave:** 25 days FTE

**Reports to:** Business Manager

This a permanent position.

This is a part-time role at 22.5 hours per week on a job share spread over 3 full working days, with the expectation of working some of the time at our offices located on Dartington Hall Estate with rest of time working remotely. This may vary due to factors such as in person events and work demands, but the current expectation is 1 set day per fortnight office based. Office based hours are agreed in consultation with the Business Manager.

### **Job Purpose**

- To improve the lives of children by supporting the business of the Directors to work more efficiently and effectively.
- The Senior Administrator keeps the range of activities the company is engaged in organised through the proper flow of office procedures and supports the Directors and Business Manager by carrying out a range of office duties.
- To maintain a positive and friendly company image by acting as one of the first line of contact to visitors, customers, and vendors in person, online, and via telephone.
- The Senior Administrator will be expected to contribute to the design and delivery of systems, so the office runs effectively and efficiently.

- A key role in championing the retention of current customers

### **Senior Administrator Duties**

- Work closely with the Senior Leadership Team & Business Manager who you will report to, to reduce workloads and general support in day-to-day activities and management of our office.
- Diary management for Directors including the scheduling of appointments (both external and virtual) and sending out daily reminders.
- Undertaking invoicing, bank reconciliation, expense claims, supplier payments, credit control and accounts queries on QuickBooks.
- Part of frontline customer support team with inbound phone calls and emails. Manage correspondence (post and emails) and general telephone calls effectively, seeking advice and directing where necessary.
- Co-ordinate and facilitate meetings / training events (both external and virtual) by scheduling appropriate meeting times, sending out invitations, confirming bookings, arrange facilities and supporting trainers.
- Work alongside Head of Customer Support in allocation of work to a team of self-employed consultants in providing supervision to support education organisations and ensuring reports are filed and in line with invoices submitted.
- Support Senior Leadership Team & Business Manager with recruitment and HR administration.
- Provide support in the co-ordination of on-site and external training events, including organising of refreshments and catering where required.
- Work alongside the Marketing Team with the creation of email communications using our CRM platform.
- Work with the Marketing Team to retain and build relationships with current members.
- Support effective safe systems of work through maintaining Health and Safety procedures.
- Support office systems and assists with keeping as many systems as possible paperless.
- Provides basic support function to company website users, edits and updates site content and maintains mailing lists in line with GDPR and client requests (training can be provided).
- On request attend conferences and workshops to support Senior Leadership Team and Business Manager – this may involve face to face contact with both current and prospective clients.

- Communicates with relevant agencies to produce travel itineraries for business directors, trainers and employee events.
- Record and maintain customer communications centrally on the CRM system.

### **Skills and qualifications**

#### Essential:

- Prior customer service experience
- Accounting and finance skills
- Strong attention to detail
- Ability to work independently and be self-motivated
- Excellent time management
- Exceptional communication skills
- Technical skills, including proficiency with Microsoft office programs
- Strong prioritisation and organisation skills
- Ability to handle confidential information
- Strong record keeping skills
- Confident, keen and enthusiastic
- Ability to multitask
- Product knowledge
- Creative

#### Desirable:

- Experience of mail lists, website management and other online tools
- Using the Zoom / Microsoft Team's platform
- Working with CRM platform
- Knowledge of education settings and safeguarding an advantage

This job description is intended as a guide to the general duties and responsibilities of the post, which reasonably may vary from time to time according to the needs of Safeguarding Network.