

Job Description

Job Title:	Service Support Administrator
Hours:	Up to 30 hours per week (working Monday to Thursday)
Salary:	£22,500 pro rata
Holidays:	25 days per annum plus bank holidays (pro rata)
Reporting to:	TBC
Location:	Primarily based at Visyon Congleton, working in additional from our Crewe base and with outreach across Cheshire East as required

Visyon purpose:

Visyon is a long-established mental health charity that supports the emotional health and well-being of children, young people and their families across Cheshire East. It offers a range of services, including one-to-one counselling, group work, mentoring and family support work, as well as training for schools.

Visyon values:

Visyon is Welcoming, we build meaningful Relationships, we value the Lived Voice and we act with Integrity.

Purpose of the role:

The post holder will provide a full range of administration support across the Visyon service, specifically supporting the Wellbeing, families and communities team, operating the reception and front of house provision, IT coordination and support, health & safety, estates and premises management, and administration support for the Senior Leadership Team.

1. Provide a warm welcome to the Congleton Base for all clients, staff, volunteers and visitors.
2. Working flexibility to support the wider team when cover is required at Crewe or other outreach locations.
3. Providing administrative support to the Wellbeing, Families and Communities team with the coordination of arranging the books of services including parent workshops, schools workshops, in house groups and young people's mentoring appointments.
4. Supporting the weekly Therapeutic case management meetings.
5. Supporting the Initial Contact Team when additional support capacity is required.

6. Coordinate buildings and resources to ensure effective functioning of the organisation and the provision of a safe and welcoming environment for service users, volunteers and staff.
7. Oversee the IT delivery, coordination and file management ensuring Visyon protocols are followed, including management of relationship with external IT support contractor.
8. Coordinate risk assessments across all Visyon teams and services.
9. Act as Health and Safety Officer for Visyon, proactively and routinely ensuring that checks, drills and assessments are carried out and supporting the team to find solutions to potential Health and Safety issues. Keeping up to date log of staff who are trained in H&S.
10. Provide administrative support for the Senior Leadership Team and Board of Trustees as required.
11. Support Finance & Data Officer with day-to-day processing and bookkeeping.
12. Work with the Marketing & Fundraising Manager to log cash donations, counting cash from collection tins and fundraising events.
13. Liaising with the Safeguarding Officers and passing on of any safeguarding and/or clinical risk concerns that arise.
14. To adhere to all Visyon policies and procedures, including awareness of individual responsibilities under health and safety legislation, drawing any areas of potential risk to the attention of managers, confidentiality and GDPR.
15. Undertake any other duty and training, which is appropriate to the job, when requested by the line manager.

Other Information

1. The jobholder will need to be prepared to travel within the area of work as required.
2. Travel expenses for authorised use of own vehicle will be paid at an agreed rate. Train (second class) and bus fares incurred for business travel will be reimbursed.
3. Employees using their own vehicles for work purposes are responsible for ensuring that they have the correct insurance cover and other legislated documents and present them for inspection on request.
4. The post-holder will be subject to an Enhanced Disclosure and Barring Service check.
5. The role requires working within the hours of operation of Visyon (Monday to Thursday 9-8pm) with typical working hours being 12-8pm and 10-6pm.

Person Specification

	Essential/ Desirable	Application	Interview/ Presentation/ Test
Knowledge & Experience			
Similar role in charity or small/medium sized business	Essential	✓	✓
Coordinating systems and processes within an admin/business support function	Essential	✓	✓
Health and safety requirements for a small business, along with experience of undertaking risk assessments	Desirable	✓	✓
A range of IT systems, projects and support for staff	Desirable	✓	✓
Basic bookkeeping and financial administration	Desirable	✓	✓
Safeguarding of children, young people and vulnerable adults	Desirable	✓	✓
Skills			
Excellent communication skills, able to engage with a wide range of teams and individuals both internal and external to the organisation	Essential	✓	✓
Good problem solver with focus on solutions and improvements	Essential	✓	✓
Able to manage and prioritise own workload and deliver to tight deadlines	Essential	✓	✓
High level IT skills, with good understanding of databases, CRM and Cloud based systems	Essential	✓	✓
Attributes			
Strong team player	Essential	✓	✓
Solution focused and creative approach	Essential	✓	✓
Logical and methodical approach	Essential	✓	✓
Warm approach and confidence to welcoming clients, parents/carers and other professionals into the Visyon bases	Essential	✓	✓
Ability to be calm, professional and sensitive to safeguarding or risk situations	Essential	✓	✓
Working confidentially with business and client information	Essential	✓	✓