

VACANCY

Executive Administrator

Department: Care Services

Reports to: Senior Care Services Manager

Direct Reports: None

Designation: Permanent (5)

Salary: Up to £11.30 per hour

Hours: 34 hours per week, by agreement – Monday-Friday.

Benefits / Equipment:

Annually 28 days holiday inc. Bank Holidays (210 hours)

Access to Newlife Pension Scheme

Staff discount, following 12 weeks service

Access to Childcare Voucher Scheme

Health Cash Plan at level 1, post probation

About Newlife:

Newlife's mission is to save and change the lives of disabled and terminally ill children, across the UK.

We have over 25 years of success and we continue to help disabled children and their families, by funding:

- Free national Nurse manned helpline
- Specialist equipment grants
- Emergency equipment loans
- Child health research
- Action to campaign for change
- A 'training into work' opportunity for disabled adults
- Environmental protection

You can find out more about Newlife the Charity for Disabled Children by visiting our website:
www.newlifecharity.co.uk

Post Summary:

We are looking to recruit to a new role suitable for an experienced secretary/senior administrator for our Senior Care Services Manager. This is an important role in an organisation which provides great job satisfaction.

You will work at the 'heart of the charity', in the Care Serves dept. In this dept. our Nurses and the team around them, work every day changing the lives of disabled and terminally ill children across the UK. The team is passionate, committed and professional and this important role will work closely with the Manager and with the team.

We need someone who can provide daily support for the Manager, help with projects and support the dept. where needed. This busy dept. operates several services and we often have to act quickly to support children

in emergency situations so the ability to quickly appreciate situations and the pace to support the dept. managers decision making is essential.

We need someone who has worked at a senior level previously and who can demonstrate they are capable of a being engaged in a wide range of activities, from diary and travel planning to general administration, minute taking and event support. This dept. manages highly confidential personal information and the security of our data and the respect for those we serve, is essential. So a professional and robust skill set, is essential.

We do need some flexibility and the ability to travel to meetings with the manager is likely. But notice would be given if this was the case, it would not be at short notice. It's a very busy role and dept. so a commitment to 'get the job done' and to work cooperatively is very important.

Newlife uses a bespoke Access database to manage all the administration functions and reporting. Ideally someone with experience in using Access or similar databases is required, but training will be given. We are seeking someone who can support the manager by analyzing data and trends and to support in respect of reporting.

Newlife deals with children and families who are sometimes in very difficult situations and who can be very distressed. We support disabled and terminally ill children and so emotional maturity is needed, to become a key part of the work of this dept. and to support the Manager. However, you will not normally be in direct contact with families.

If you feel you have the essential (must have) requirements and can also demonstrate a significant number of points from the desired (could have) requirements shown, please apply.

Essential Requirements:

- Experience of being a senior administrator / secretary / personal assistant within a busy environment, with excellent administration skills and ability to work in confidence.
- Qualifications relevant to the delivery of this support/role.
- Experience in supporting a senior Manager who works at Executive and Board level.
- You should also able to demonstrate that you have excellent skills in using the main Microsoft Offices packages.
- Excellent and professional communication and interpersonal skills, both verbally and in writing.
- Adaptability and ability to multitask with excellent organisational skills
- Confidence, trustworthiness and having a personable professional manner at all times and work with professional integrity.
- Able to demonstrate the ability to be accurate, thorough and compliant in your work with great attention to detail.
- The ability to adhere to data protection principles and experience.
- Excellent numeracy and literacy skills.
- Ability to take meeting notes and support in driving forward actions.
- Reliable and willing to engage in planned UK travel, to support the Manager.
- Willingness to support the dept. generally in respect of administration, to support the team on occasion, where this is needed.
- Compassionate approach and driven by a passion for our work, supporting families and professionals caring for disabled and terminally ill children.

Desirable Requirements:

- Ability to use shorthand or speed writing
- Experience of timesheet inputting.
- Experience is working in a statutory services would be useful

Primary Responsibilities:

In respect of Newlife you will have responsibility for:

- Providing professional and administrative support to the Senior Care Services Manager, through the following:
 - Diary management – arranging appointments/meetings/training opportunities.
 - Internal and external meeting management – ensuring that Senior Care Services Manager is always well prepared for them including ensuring appropriate travel and hotel bookings.
 - Managing general correspondence.

- Analysis of relevant data and preparation of reports and presentations on these for use by the Senior Care Services Manager, executive team, directors and Board of Trustees. Associated filing of such data and documents.
- Screening telephone calls (internal/external) for the Senior Care Services Manager and responding to enquiries on their behalf where required / able to do so.
- You will be expected to liaise closely with the Care Services Management Team and Managers across other departments within the charity to ensure communication consistency.
- Understanding and balancing the needs of the Care Services Management Team and supporting them with administration / projects as required.
- Take and transcript minutes at meetings, as required and drive forward action points as required.
- Organisation of internal and external events on behalf of the Senior Care Services Manager / the Care Services Team.
- Liaison with external companies in the course of carrying out day to day activities.
- Managing financial records (incl. purchase orders and invoices) and financial claims for Senior Care Services Manager.
- Recording hours worked by Care Services Team within a bespoke database associated with payroll activity and flagging any discrepancies in contracted hours to the Senior Care Services Manager and the People Team and working to resolve such issues.
- Developing and actively sharing a thorough understanding of Newlife's Care Services with a wide audience face-to-face (during awareness activities) and over the phone.
- Ability to attend meetings that would have ideally been attended by the Senior Care Services Manager, and fully brief regarding the discussion points and actions.

Additional Responsibilities / Expectations:

- Work in accordance with all internal policies and procedures.
- Adhere to all Health and Safety policies and procedures and use all equipment in a safe and appropriate manner.
- Always compassionate and deserving of trust.
- Willingness to train and develop as required.
- Willingness to commit to our policies around equality and diversity.
- The commitment to be part of the culture of what makes Newlife different and successful.
- Ability to build good appropriate relationships with people at all levels while maintaining confidentiality and respect of your colleagues.
- Any other duties as required from time to time.

Notes:

All offers of employment will be made subject to satisfactory references being received.

All Newlife roles are subject to a 6 months probationary period.

Our Values:

- Always compassionate and deserving of trust - in all we do.
- Making things happen - for those we serve.
- Leading in our field - to make things better.
- People at our heart - every day.

Interested?

Find out more about Newlife by visiting www.newlifecharity.co.uk and www.newlifestores.co.uk/landing/ or see what current employees say by visiting www.newlifecharity.co.uk/docs/about/employment.shtml

To apply:

Submit a Newlife Application Form which is available from our website, by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, by email to peopleteam@newlifecharity.co.uk or by post to Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF. Alternatively you can send us your CV.

If you have any problems with completing the application form or would like further information please email or call the People Team.

Newlife the Charity for Disabled Children is an Equal Opportunities Employer and a Disability Confident Employer.

Other Info:

