

|  |  |
| --- | --- |
| **Job Description** | |
| **Job Title:** | **Administration Officer** |
| **Reports to:** | **CEO** |
| **Location** | **Oxfordshire – Your main office base will be O’Hanlon House.** |
| **Hours of Work** | **37.5 (Monday – Friday)** |
| **Salary** |  |
| **Main Purpose of Job** | |
| 1. **Undertaking a wide range of cross-departmental administration duties.** 2. **Overseeing the reception function at O Hanlon House Hostel.** 3. **Providing support as required to the CEO and Deputy CEO.** | |
| **Principal Accountabilities** | |
| * **To administrate and monitor Homeless Oxfordshire’s ME learning online training provision. Provide reports to Managers and ensure staff are registered.** * **To administrate and monitor Homeless Oxfordshire’s PEOPLE online HR system. Provide reports to Managers and ensure staff are registered** * **To answer the phone and effectively manage the communication that comes into the organisation.** * **To provide financial administration. Including credit control, petty cash and data entry.** * **To act as a minute taker and provide office administration support as required by the CEO and Deputy CEO.** * **To undertake other general office administration tasks such as managing the post etc.** * **To ensure that Homeless Oxfordshire Equal Opportunities Policies are complied with and promoted in carrying out duties of the post.** * **To undertake any other duties that can be reasonably required to meet the operational needs of Homeless Oxfordshire Ltd.** * **The work of Homeless Oxfordshire requires a commitment to work across the whole organisation with other services and departments as appropriate.** | |

|  |
| --- |
| Safeguarding Statement |
| Homeless Oxfordshire is committed to safeguarding all vulnerable adults, children and young people that come into contact with our services. We believe that all vulnerable adults, children and young people have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the wellbeing of the vulnerable adult, child or young person is paramount.  We will take every reasonable step to ensure that vulnerable adults, children and young people are protected where our staff and other colleagues are involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.  We expect everyone (staff, board, associates, volunteers and anyone working on behalf of the Company) to have read, understood and adhere to this policy and related procedures. |

|  |
| --- |
| Health and Safety Statement |
| Under the Health & Safety at Work Act you have to ensure the Health & Safety of yourself and others who may be affected by what you do or fail to do. This includes colleagues, clients, public and contractors. The Act applies to all work activities and premises and everyone at work has responsibilities under it. You must co-operate with any work place Risk Assessments and draw any perceived problems to the attention of your line manager.  In addition to the general obligations of all employees under the Health & Safety at Work Act, you have a duty to undertake periodical review and Risk Assessments of your operational areas as it affects staff, clients, public and contractors.  The Risk Assessment includes all aspects of your responsibilities as covered by legislation. These Risk Assessments will be recorded and identified problems dealt within appropriate time scales. Records to be maintained of all work undertaken which is a requirement of Health & Safety Law. |

|  |
| --- |
| ***This job description accurately reflects the requirements of the job at the time of writing but may be subject to change from time to time to meet the changing needs of Homeless Oxfordshire.*** |

**Person Specification – Administration Officer**

We want the post holder to be able to demonstrate the following competences to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competences during the selection process, if you are shortlisted (please see attached grid for further details).

|  |  |
| --- | --- |
| * Adaptability and personal responsibility * Attention to detail and ability to manage time * Managing relationships * Sensitive and caring attitude | * Application of knowledge, managing systems and problem solving * Self awareness and personal development * Respect for all |

**Person Specification**

**ESSENTIAL CRITERIA**

**Experience**

* Can demonstrate a strong track record of providing effective administration support with an organisation.

**Skills and Abilities**

* Ability to work autonomously and manage time effectively.
* Ability to be flexible to the needs of the organisation and work across departments
* Ability to ask for help when required to ensure accurancy
* Excellent communication skills, both written and verbal
* Ability to manage systems, input data and oversee databases
* Ability to work without direct supervision
* An awareness and commitment to the values of the organisation

**DESIRABLE CRITERIA**

* Experience of working in a similar environment.
* Experience of setting up systems and managing implementation of these systems

**Core Competencies for STAFF**

|  |  |
| --- | --- |
|  | Descriptor |
| Adaptability and Personal Responsibility | Modifies own style and approach in order to achieve goals and effectiveness. Is responsive and adaptable to change; energetic, positive and resilient in seeing things through. |
| Client and Stakeholder Focus | Focused on the views and needs of clients and other stakeholders. Ensures that individual focus is at the core of service provision. |
| Managing Relationships and Team Working | Develops and maintains positive relationships with a variety of people. Networks internally and externally for the benefit of HOMELESS OXFORDSHIRE and its services. Displays self-awareness and integrity in all relationships. |
| Application of Knowledge, Managing Systems and Problem Solving | Proactively identifies problems, seeking relevant data, recognising important information and diagnosing possible causes. Applies own knowledge and skills appropriately to contribute to effectiveness of HOMELESS OXFORDSHIRE operations, processes and systems. |
| Self Awareness and Personal Development | Open and committed to continuous development, ability to apply new information and learn from experiences. Shares knowledge and learning with others and recognises own strengths and areas for development |
| Respect for All | Understands and works within HOMELESS OXFORDSHIRE’s commitment to equality and diversity. Respects and values the diversity of colleagues, clients and wider operational environment. Demonstrates commitment to enhancing and developing HOMELESS OXFORDSHIRE services in line with principles of equality and diversity. |

