

JOB DESCRIPTION

Job title	Administration Manager
Report to	Head of Operations
Hours of work	25 per week
Salary	£16,666 per annum (£25,000 FTE)
Location	Boldmere
Contract type	Permanent

Job Purpose
<p>The role of Administration Manager will be to provide key support to the Senior Management Team working on a range of administration tasks, including quality and quality marks, contract compliance and general governance administration and monitoring under the direction of the Senior management team.</p> <p>Management of the Board of Trustees.</p> <p>Line Management of administration staff and volunteers.</p>

Essential Duties/Responsibilities
<ul style="list-style-type: none"> ○ Line management of the administration staff and volunteers ○ Administration management under the direction of the Senior Management Team ○ Managing quality mark compliance, contract and income compliance and governance monitoring with a high level of attention to detail under the direction of the SMT ○ Working closely with SMT and our Board of Trustees ○ Management of Board processes - preparing Business Commitment, Board Papers and meetings. ○ Note and minute taking when requested ○ Supporting quality audits throughout the year ○ Monitoring and reporting as requested ○ Undertaking other relevant activities as required to support in the overall compliance function of the charity ○ Any other tasks required under the remit of the role
Skills & Qualifications
<ul style="list-style-type: none"> ○ Supervisory Experience ○ Proven track record of using initiative and attention to detail of quality and compliance at a high level ○ Accurate Data Reporting ○ Excellent people skills ○ Excellent communication skills, both verbal and written ○ Excellent time management and organisational skills with the ability to prioritise effectively and adapt to changing circumstances ○ Organised approach to workload and to be task focussed ○ An understanding of what constitutes confidential issues and the ability to apply this appropriately in all circumstances ○ An understanding of quality issues within an organisation. ○ Efficient IT abilities and skills with working knowledge of databases and spreadsheets. ○ Ability to achieve a high standard of accuracy and presentation in all tasks undertaken.

- An enhanced DBS check will be undertaken for this role
- This is a description of the job as it is at present
- It does not form part of the contract of employment

Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder

Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:
 Promoting good practice and prevention of harm and abuse
 To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported.

Person Specification	ESSENTIAL	DESIRABLE
Skills, Knowledge, Abilities		
1. In-depth knowledge and use of Microsoft Office package	*	
2. Excellent interpersonal skills (communication and listening skills) ensuring every customer contact counts	*	
3. Knowledge of meeting planning and coordination	*	
4. Ability to complete regular tasks with the conflicting priorities of ad-hoc work	*	
5. Excellent organisational and prioritisation skills	*	
6. Good understanding of data protection	*	
Previous Experience		
7. Working with multiple task requirements in a busy office environment	*	
8. Experience of Microsoft Office	*	
9. Working within charity sector	*	
10. Understanding of equality and diversity in the workplace	*	
Personal Characteristics		
11. Positive attitude towards supporting older people and others in need	*	
12. Ability to remain calm under pressure	*	
13. Can work alone or as part of a team	*	