



JOB DESCRIPTION – APPRENTICE ADMINISTRATOR

LINE MANAGER Operations Manager

HOURS OF WORK 37 hours per week

OVERALL AIM OF THIS POST:

The Apprentice Administrator is appointed to assist the Operations Manager in office management and administration requirements of The Door's Service Delivery Teams including personal administrative support for SDT personnel.

KEY STAKEHOLDERS

- Chief Executive Officer
- Chief Operating Officer
- Operations Manager
- Intensive Support Administration Coordinator
- All Service Delivery staff
- Members of other teams
- Young people and/or families accessing the service
- Volunteers
- Members of statutory or non-statutory organizations known to The Door
- Members of the general public

SPECIFIC DUTIES AND RESPONSIBILITIES

General Administration

- In conjunction with the Operations Manager
 - Be 'first contact' for the charity – answering phone and door enquiries
 - Be familiar with all of The Door's services in order to answer callers' queries
 - Take messages and check answerphone messages
 - Handle incoming and outgoing post
 - Manage room bookings
 - Manage info@thedoor.org.uk email address , including directing incoming website messages to the correct members of staff.
- Contribute to the development of innovative ways of working to meet recognized needs
- Assist in the administration and running of events and meetings including the annual awards night
- Assist in the administration and running of fundraising events and general meetings
- Managing general housekeeping activities including
 - Ordering and stock management of refreshments and cleaning supplies
 - Monitor and manage stationery and photocopier consumables
 - Preparing meeting rooms and organising refreshments



- Ensuring training courses and events are set up with equipment & consumables in place
- Wash up in the cleaner's absence, and ensure that all meeting spaces are ready for use at the end of the day
- Provide IT 'first aid' to staff and support them in learning how to use systems
- Support the Operations Manager with marketing and communication tasks
- Work alongside the Operations Manager to ensure all staff have adequate Administrative Support through regular check in's with team members.
- Support the Administration Team in regularly reviewing the effectiveness of administrative processes
- Provide cover for the Operations Manager in their absence
- Contribute towards a strategic vision for departments worked in

Administration Support for Volunteer Recruitment and Coordination

- Provide administrative support for volunteer recruitment and training
 - Receive and process applications
 - Take up and chase references
 - Book meetings as needed
 - Produce welcome packs, certificates and training materials as needed
- Book in DBS checks for volunteers
- Facilitate the administration and contribute to the development of NIMBLE training courses
- Monitor volunteer training progress on NIMBLE and external platforms
 - Enroll learners
 - Chase lapsed learners
 - Maintain salesforce training records for volunteers
- Deliver Volunteer Rewards
 - Arrange and send Birthday Postcards for Volunteers
 - Assist the Operations Manager in distributing volunteer rewards

Administration support for Community Youthwork Teams (including illuminate)

- Assist the Operations Manager to provide administrative support to the Community Youthwork Team including illuminate
- Monitor and count social media interactions for the Community Youthwork Team
- Monitor and report on Youthwork data including weekly debrief checks for the Youthwork Manager.
- Assist with updates to social media pages for the Service Delivery teams as and when required
- Print marketing materials including posters, flyers, leaflets and cards
- Coordinate marketing resources for events as required
- Provide administrative support to the organisation of trips and visits

Reporting and Data Management

- Monitor and record statistics relating to The Door's social media presence



- Support the Operations Manager to collate reports from The Door's data for other departments. Including for external reports for commissioned youthwork and internal reporting.
- Help maintain The Door's data integrity
- Work with the Operations Manager to ensure Salesforce is fit for purpose for reporting outputs, impacts and outcomes
- Maintain spreadsheets for processing and presenting data
- Assist with production and processing of surveys, questionnaires and other data capture

Safeguarding, security, site safety and governance

- Be aware of child protection/safeguarding matters
 - Assist the Operations Manager in ensuring that all staff and volunteers have up to date DBS checks, including completing checks and maintaining the central record.
 - Manage on-site security/visitor protocol including the production of ID badges
 - Maintain a safe and friendly working environment
 - Ensure Health and Safety guidelines are adhered to
- Any other tasks commensurate with the role

Personal performance and professional development

- Attend regular supervision and coaching sessions
- Monitor impact of own work and performance against agreed KPIs
- Be responsible for own professional development

PERSON SPECIFICATION

ESSENTIAL

- An awareness of the issues facing vulnerable young people.
- The ability to communicate effectively with both adults and young people.
- Able to organise own time and work on own initiative, maintaining clear and appropriate boundaries.
- A commitment to personal development and spiritual wellbeing
- Able to be self-critical and work within an environment of mutual accountability
- Value and be able to work with Christians and non-Christians for different traditions and backgrounds
- High level of IT competence, including proficiency with MS Word, Excel, Powerpoint and Publisher

DESIRABLE

- Relevant professional experience or qualification
- Have the skills to network with and relate to people from a range of local and statutory organisations
- Experience of CRM Database Systems
- Experience in developing new and innovative schemes of work



- Experience of website management/upkeep and use of social media
- Experience of producing marketing materials – posters, leaflets etc.
- Experience of video editing
- Level 2 Business Administration qualification

Last revised: 23rd November 2023