



## JOB DESCRIPTION

### About Chance UK

Chance UK is an award-winning early intervention children's charity that was founded in 1995. We support children aged 5-12, who are experiencing emotional and behavioural difficulties, in order to prevent educational exclusion, anti-social and/or criminal behaviour in adolescence and early adult life.

We empower children to develop their skills, confidence and life aspirations through a year-long mentoring programme.

Our vision is for every child in the UK to feel happy about themselves, realise their potential, and be confident in their ability to build a brighter future.

The Chance UK team are passionate about creating child-centred, solution-focused interventions that promote collaborative working and inclusivity. We are a forward thinking team that are creatively looking at ways of adapting and growing our programmes, whilst continuing to deliver best practice.

The organisation is at a time of exciting change and we are looking for brilliant people who share our values, to join the team.

### Key Information

<b>Job Title:</b>	Team Administrator
<b>Reporting to:</b>	Head of Resources
<b>Salary:</b>	£25,000 per annum FTE + 5% pension contribution, pro rata
<b>Hours:</b>	37.5 hours per week
<b>Holiday:</b>	25 days per annum, plus statutory holidays and 4 additional days over the Christmas and New Year period
<b>Term:</b>	12 months fixed term
<b>Probation period:</b>	Six months. If the probationary period is successfully passed there will be role objectives set which will be monitored by your line manager and reviewed at your appraisal.

### About the Role

We are looking for an experienced administrator with strong technical capability, who is extremely organised, has a can-do approach, and enjoys being busy. In this post, you will be responsible for the day to day administration support of the management and programmes team.

### Key responsibilities will include:

- Providing effective day-to-day administrative support to the Management Team, including assisting Chance UK's Chief Executive;

- Assisting in coordinating and administration of Chance UK events including staff meetings, board meetings and other organisational meetings and events, including minute taking, preparation and circulation of relevant documents;
- Providing administrative assistance to the Programmes team, including planning mentoring graduations;
- Producing and updating branded organisational documents and templates;
- Inducting staff in all Chance UK systems (Salesforce, Microsoft Office and Teams, Form Assembly and Canva);
- Responding to and forwarding all enquiries in the Chance UK admin inbox.
- Providing financial administrative support
  - Assisting the fundraising team to get relevant funder information onto Salesforce;
  - Supporting in administrative tasks related to new staff on boarding, including but not limited to, ordering and couriering equipment, maintaining an asset register of staff equipment, support with setting up and accessing systems;
  - Collecting, inputting and cleansing programmes data;
  - Assisting in the programme management process by collecting, collating and producing records, documentation and reports needed by the management team;
  - Responsibility for regularly and systematically maintaining and updating systems, procedures and records in electronic format to enhance and support operations;
  - Acting as a liaison between the staff team and external providers of IT and systems support and equipment, triaging all staff IT and systems issues and passing them onto the relevant provider;
  - Supporting with communications by assisting on the staff newsletter and updating the Chance UK website using Wordpress.

## Person Specification

### Essential

- At least two year's administration experience
- Administrative/back office support role in an SME organisation
- Processing documents onto IT systems
- Managing and planning own daily workload
- Excellent written and verbal communication skills
- Excellent organisational skills including the ability to work to tight deadlines
- Strong MS Office knowledge
  - Office 365 – emails and diary management
  - Competent with Excel spreadsheets, general usage and creating basic formulas
  - Competent use of Word – completing mail merges
  - Basic PowerPoint – can create visual presentations
- Willingness to work flexibly, including planned in advance weekends and evenings
- Accuracy and attention to detail
- Understanding of Safeguarding good practice and responsibilities
- Demonstrable Salesforce Administration experience and knowledge including:
  - Developing new features and functionality
  - Creating and managing Reports and Dashboards
  - Creating email templates
  - Managing user logons, Roles and Profiles

### Desirable

- PA/Management support
- Experience in being a confident team player able to provide project support
- Experience of using design software such as Canva or Photoshop
- Experience of running social media pages

**Competencies: essential**

- Strong self-motivation and flexible team player
- Has a 'can do' attitude
- Pursues tasks/goals with energy, drive and need for completion
- Is solution focused and pre-empts problems by seeking guidance or taking action on an issue, task or project within their role
- Plans and prioritises work effectively
- Enjoys revising and improving processes/policies
- Shows initiative and takes responsibility for own workload
- Absolute discretion in dealing with sensitive and confidential paperwork

The job description is a general outline of the job duties and responsibilities and may be amended as the project develops. The post holder may be required to undertake other duties as may reasonably be required from time to time.

The post holder will be joining the team at a time of significant evolution, so they should expect, and be able to adapt to significant change in responsibilities over the period of the role.