

## Jersey Cares Job Specification

Post Title:	Administrator
Salary	£17 per hour
Hours of work	10 hours per week
Contract	Permanent, initial funding until December 2022
Responsible to	Chief Executive

### Introduction

A new opportunity has opened for an experienced administrator at Jersey Cares, to provide a strong administrative lead for 10 hours per week.

Jersey Cares exists to enable people with experience of care in Jersey to consistently know love, belonging and opportunity. Jersey Cares will facilitate this by listening to, understanding and addressing the needs of people with experience of being in care, then respond by taking action through advocacy, collaboration and campaigning.

Our key activities over the first 18 months will be to:

- Provide 1-1 relational advocacy for children and young people in care. This will enable the government, as their legal guardian, to know and act on their wishes. Jersey Cares, working with other partners, will hold them to account for doing so. The provision of advocacy will further enable young people to become aware of their rights; the opportunities they can access; and to be connected to people and organisations who can help them to realise these rights and opportunities
- Enable children and young people in care to affect changes in public awareness, service delivery and policy, through engaging in ongoing dialogue with change-makers and participating in programs of change as 'experts by experience'
- Enable the wider community to show expressions of love and care towards those in care or with experience of care. The data gathered with, and about, people with experience of care, will inform what this looks like. For example, if young parents tell us they have no extended family to support them, Jersey Cares could facilitate collaboration between a delivery organisation, a philanthropist and other community actors to offer an 'adopt a granny' scheme
- Work to remove the stigma and injustice arising because of care-experience through educational programs, campaigns and awareness raising. This will include delivering training to 'the community' in the broadest sense: from the Council of Ministers, to the corporate sector to schools
- Work with a wide-range of local partners to:

1. Secure deep and wide community commitment for the message of 'love, belonging and opportunity' for people with experience of care
2. Share the Jersey Cares model of collaboration across a wide range of sectors
3. Work with others to identify and address the structural/societal barriers that prevent people in the community knowing love, belonging and opportunity.

### Purpose of the post

To provide professional and efficient administration support to the Jersey Cares CEO, Senior Advocacy and Participation worker and Advocacy & Participation workers.

### Main duties and responsibilities

1. To **proactively provide administrative support** to the staff and to the Board of Trustees. This will include duties such as:
  - Arranging meetings
  - Circulating documents
  - Attending meetings, taking notes/formal minutes as required
  - Booking flights/hotels/venues etc
  - Writing up notes from events
  - Arranging catering
  - Proof-reading
  - Editing
2. **Processing advocacy requests (referrals)**, this will include:
  - Updating case management system
  - Recording incoming requests on the case management system
  - Responding to refers
  - Recording, filing and scanning key information,
  - Arranging interpreters if necessary
  - Make and record appointments, if required
  - Improving the functioning of the case management system
3. **Leading on HR** to include:
  - Managing payroll and related duties
  - Completing any staff or volunteer checks and supporting staff induction
  - Liaising with outside bodies to ensure HR policies and procedures are up-to-date and in line with new legislation.
4. **Leading on accounts** to include:
  - Bookkeeping
  - Reconciling
  - Invoicing
  - Payments
  - Orders
  - Managing budgets

5. To **provide support for the marketing and promotion** of Jersey Cares. This will include updating the website and social media
6. To **manage a calendar of events and reporting requirements** that is updated and circulated on a regular basis
7. Carry out any other duties appropriate to the post as requested

## Communication

The post holder will have key contacts with:

- Identified liaison contacts
- Advocacy and participation workers
- Line manager
- Chief executive
- Other voluntary and statutory organisations

Jersey Cares is a small organisation and as a result, the small staff team and supporters work closely with each other in a collaborative way to share ideas, knowledge, skills and experience to create a supportive culture. This is something we are proud of and believe enhances our success.

## Working environment

The role will require the successful candidate to work from our office at the Salvation Army at Minden Street, St Helier. We would like the postholder to be available to work over 3 - 4 days. We can offer regular, mutually agreed hours during office hours. We would value some flexibility to these regular hours during periods of greater workload.

## Attitudes and values

You are positive, self-motivated and enjoy accuracy and attention to detail, as this role involves data management and GDPR compliance. You have the patience to deal with tricky issues in a mature and sensitive way.

You have a commitment to:

- Working inclusively with an understanding of equal opportunities practices
- Maintaining a high degree of confidentiality
- Belief that young people can make transformative change happen in their lives if given the opportunity.

## Essential knowledge, skills and experience

- Interest in the work of Jersey Cares, commitment to the values of Jersey Cares and a willingness to learn and grow with us. We consider lived experience of care to be an asset
- Proven experience of administration
- Attention to detail: particularly in relation to inputting data, HR, bookkeeping and written communications

- Experience of working in HR including payroll and returns, updating HR policies and procedures in line with new legislation policy and practice and ensuring relevant training is completed;
- Maintaining account ledger to include bookkeeping, reconciling, invoicing, payments;
- Working with sensitive information;
- The post holder must be able to use their initiative and set, and work within, their own deadlines and have the ability to prioritise own workload to meet the organisation's objectives;
- Excellent interpersonal skills, the post can be demanding and detailed due to the nature of the work and calls for a mature personality;
- Ability to work flexibly to meet the needs of young persons and the charity;
- Understanding of the importance of data protection;
- Proven experience of managing their own time and other people's diaries. The postholder must be adaptable and flexible and have good time-management skills;
- Good presentation and communication skills, both oral and written;
- ECDL accreditation or extensive use and knowledge of Microsoft office systems.

### **Desirable knowledge, skills and experience**

- Having experience of working within the charity sector
- Updating policies and procedures in line with policy, legislation and best practice
- Using a case management system to store sensitive information
- Experience of managing a budget
- Proof reading
- Using social media for a corporation and/or charity
- Willingness to gain an understanding of the Jersey 'care system'.

Last updated: Nov 2019