

## Administrator

<b>Team:</b>	Administration Team
<b>Location:</b>	Remote (occasional travel to company offices)
<b>Salary:</b>	£26,225.70 per annum FTE (Actual Salary: £15,736.50 pro rata)
<b>Working Hours:</b>	22.5 per week (work pattern to be agreed)
<b>Contract Type:</b>	Permanent
<b>Reporting to:</b>	Data & Performance Manager

### INTRODUCTION

Community Led initiatives are a lived experience organisation that believes in the capacity for **human change**. We support those who have been through the criminal justice system, have been affected by drug and alcohol addiction, homelessness or mental health issues. We help them to **overcome the barriers preventing them from achieving their goals**.

We inspire people to believe that change is possible. We seek, recruit and develop employees who personify change as they will have encountered and overcome many of the barriers which the people we support will face.

We provide one-to-one peer support and group work activities to help the people we work with to achieve their personal goals. In addition to addressing their practical and emotional needs we help them to develop a new positive sense of self. By the end of our mentoring relationship, the people we work with feel empowered to move their lives forward independently and build upon the successes achieved with us.

Many of the people we work with go on to volunteer here at CLI to help build their CV, develop skills, gain meaningful work and bring utility to their past. And we are proud to say that a significant number of CLI mentoring programme graduates go on to become long term ambassadors for change.

We work in partnership with other organisations that are striving to deliver positive impacts, support change, and share our commitment and values.

And we actively welcome those with lived experience of offending, addiction, homelessness, or mental health issues as part of our team. Where others see risk, we see opportunity.

**We believe everyone deserves to feel valued, to be happy, to belong.**

## JOB SUMMARY

As an Administrator you will be responsible for supporting the Data & Performance Manager with planning, streamlining, and executing administrative workflows and procedures. You will be responsible for supporting the smooth running of service delivery through maintaining administration and case management systems in line with the direction provided by the Data & Performance Manager.

The role will require you to provide administrative support across CLI, ensuring that our employees and volunteers are supported, through efficient processes and by maintaining administrative systems and processes within specified timescales to support the achievement of team and organisation objectives, mission and values. It is essential that as an Administrator you are able to multi-task, have an eye for details and are a team player whilst being able to work independently.

## KEY DUTIES & RESPONSIBILITIES

- General business administration duties to support the effective operation of all CLI projects.
- Daily/weekly/monthly audits of relevant databases ensuring amendments are recognized and communicated in a timely and effective manner.
- Effective management of referrals and allocation from secure digital platforms to the relevant support lead.
- Transferring relevant intervention data and contact information from our case management system into Ministry of Justice portal.
- Liaising with different project leads, gathering required data and following up with quality issues related to contract KPI's on a regular basis.
- Generation of monthly/weekly reports, pulling data from relevant databases, utilising Excel/Word templates.
- Administration of controlled documents, including step-by-steps, leaflets, posters, ID badges etc.
- Attend meetings as required and support with the planning of meetings, including sourcing venues, organising agendas, taking, and distributing notes/minutes and action points.
- Monitoring, actioning, and distributing information and communications received to a central email box.
- Develop and maintain effective working relationships with managers and employees across the business.
- General admin tasks/duties when needed as assigned.
- Act on advice and support from more senior staff as appropriate.
- Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
- Ensure the implementation and compliance of CLI's policies and procedures.
- Travel to company offices may be required.
- Carry out such other relevant duties, as required.

# PERSON SPECIFICATION

<b>Qualifications &amp; Experience</b>	<b>Essential</b>	<b>Desirable</b>
Proven administrative experience.	<input checked="" type="checkbox"/>	
Experience of processing sensitive data.		<input checked="" type="checkbox"/>
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge of office management systems and procedures.	<input checked="" type="checkbox"/>	
<b>Skills &amp; Attributes</b>	<b>Essential</b>	<b>Desirable</b>
Self-motivated, solutions focused and have an analytical mindset.	<input checked="" type="checkbox"/>	
Excellent communication skills, both written and oral.	<input checked="" type="checkbox"/>	
Advanced skills in MS Word, Excel and Outlook, and PowerPoint.	<input checked="" type="checkbox"/>	
A positive 'can do', solution focused attitude.	<input checked="" type="checkbox"/>	
Excellent customer service skills.	<input checked="" type="checkbox"/>	
Ability to plan your workload effectively to ensure deadlines are met.	<input checked="" type="checkbox"/>	
Ability to work skillfully and with attention to detail under pressure and a focus on continuous improvement.	<input checked="" type="checkbox"/>	
Excellent organisation and time management skills with ability to multi-task and prioritise work.	<input checked="" type="checkbox"/>	
An eye for detail and ability to maintain accurate records.	<input checked="" type="checkbox"/>	
Excellent data inputting and auditing skills.	<input checked="" type="checkbox"/>	
Ability to work as part of a team as well as on your own initiative with minimal supervision.	<input checked="" type="checkbox"/>	
Ability to think laterally and problem solve.	<input checked="" type="checkbox"/>	
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
Current driving license, use of car and appropriate business use insurance.		<input checked="" type="checkbox"/>



# EMPLOYEE BENEFITS

**Holidays:** 28 days plus bank holidays with Christmas closure between Christmas and New Year for all employees. Annual leave increases in line with length of service.

**Birthday:** Enjoy an extra day off on your birthday.

**Training & Development:** 2 hrs per month to focus on learning and career development.

**Reflective Practice and Monthly Coaching:** An opportunity to evaluate actions and experiences to gain insights and improve future performance.

**Wellbeing:** Your health and wellbeing matters to us. We run regular monthly wellbeing activities, giving you dedicated time with your colleagues to focus on your wellbeing. We also hold regular social events to help you connect with your colleagues in a relaxed and fun setting.

**Employee Assistance Programme (EAP):** This provides all employees a safe space to discuss any of their personal or professional challenges. It is a confidential service available 24/7 for all employees and their immediate families that includes, short-term counselling, legal advice, and financial guidance.

**Pension:** Peoples Pension scheme, contributions are 3% employer and 5% employee.

**Life insurance:** Five times salary.

**Volunteering Days:** An opportunity to give back to the community.

**CLI Staffing Group:** An active forum to share your opinions to influence and change the way CLI operates.

**Employee Social Fund:** An initiative designed to bring the organisation together on a social level, fostering relationships and incorporating our values.

**Refer a Friend Scheme:** An opportunity to qualify for a £250 reward voucher if you refer someone you know into any paid, externally advertised position (permanent or fixed-term) within CLI.

**WE ARE GOLD ACCREDITED BY INVESTORS IN PEOPLE, ACCREDITED BY THE LIVING WAGE FOUNDATION AND SUPPORTERS OF THE GREATER MANCHESTER GOOD EMPLOYMENT CHARTER**



# CLI VALUES

 **community** Inspire  
led initiatives Transform  
Flourish



## People First

People are our top priority. We care so everyone can be their best.

- We care about our work, our colleagues and our service users. We strive to be helpful, kind, understanding and inclusive in everything we do.
- We set clear boundaries.
- We show appreciation to our colleagues and team.
- We take accountability and ownership.
- We are collaborative and embrace diversity.

## Community

Our actions and support help build stronger communities where people can find their place and thrive.

- We make a positive impact and contribute to building stronger communities for now and the future.
- We work to increase access and opportunity for all whilst adjusting to meet changing community needs.
- We provide a fun and supportive environment that empowers service users to grow, learn and flourish.
- We collaborate with stakeholders and partner agencies, always putting service users at the forefront of our decisions.
- We build partnerships through open, clear and honest communication.
- We honour our commitments and focus on "how can it be done?"

## Transformation

We do challenging work, creating positive change that helps people move on with their lives.

- We believe that small ongoing improvements can result in major positive changes.
- We embrace change.
- We dare to be different and challenge the status quo.
- We use our imagination to propose new ideas and solutions.
- We view problems and ideas in a fresh way.
- We take smart risks.

## Excellence

We strive to always be our best, to exceed expectations, to learn from our mistakes.

- We are committed to delivering the highest quality service.
- We are committed, courageous and resilient.
- We persevere and overcome difficulties.
- We continue to learn and grow.
- We work with drive and determination and are motivated to step up in any way possible.

## Trust

We trust ourselves, our colleagues and those we work with to do the right thing, to show respect, integrity, acceptance and fairness in all we do.

- We are professional, ethical and trustworthy.
- We are committed to being honest, professional, and accountable in our relationships and in everything we do.
- We are transparent and open.
- We tell the truth openly and without hesitation.
- We believe in doing the right thing and question when others speak or act in a way contrary to our values.