**Job Title:** Activities and Office Administration Co-ordinator

**Reports to:** Head of Quality Assurance

**Hours of work:** 20 Hours per week

**Salary:** £25,709 FTE

**Location:** Virginia House Centre, Peacock Lane, Plymouth, PL4 0DQ

**Contract:** Permanent

**ABOUT FRIENDS AND FAMILIES**

Friends and Families was established as a charity 21 years ago to support and empower families with disabled children. Founded by our Chair of Trustees, the charity offers practical advice, support, and fun activities to families in and around Plymouth.

**Our Vision**

A world where families and their children, irrespective of their disability or impairment, can reach their full potential and thrive.

**Our Mission**

We are on a mission to support and empower families with children living with a disability or impairment. We do this by providing services and activities for the whole family so that everyone gets to live their best life.

**Our Values**

* **Inclusivity**
* **Determination**
* **Professionalism**
* **Friendliness**
* **Togetherness**

**MAIN PURPOSE OF ROLE:**

To coordinate and develop activities for children and young people with disabilities, young and sibling carers and their families living in and around the Plymouth Area, working with our Group Leads in order to achieve our aims and objectives for the families we support.

Working alongside our Head of Quality Assurance, to develop and coordinate administrative processes and duties to ensure the smooth running of the office, including reception duties during the core hours of Monday to Friday 1000-1400.

**RESPONSIBILITIES:**

* Work alongside Group Leads in the planning, design and delivery of a range of activities and resources suitable for children and young people with disabilities and their families. Being the nominated Group Lead in relation to family activities.
* Lead in developing a system and process in relation to monitoring the progress of activities; providing exception reporting to the Head of Operations.
* Booking venues and providing invoices to the Finance Co-ordinator for payment. Any suppliers who do not accept payment via Invoice, request the Finance Co-ordinator to arrange payment.
* Organise and lead a team of volunteers and/or sessional workers in the delivery of activities, including providing an opportunity for group supervision and individual annual appraisals (training will be provided on organisation specific procedures). Work alongside the staff team to recruit and train sessional staff and volunteers to enable them to support activities with children and young people.
* Publicise and promote Friends and Families through a range of platforms including website and social media channels. Prepare reports from the data prepared as requested by the relevant manager (Monthly - Facebook, Views, Check front, LinkedIn and Instagram).
* Set up and implement systems to monitor the effectiveness of work carried out, and progress towards outcomes, recording numbers of families engaged and their journey travelled, using various methods of evaluation including entry and exit questionnaires.
* Develop and maintain good relationships with both the families you work with, partner organisations and fellow workers.
* Maintain confidentiality regarding all direct work with families. Working with the highest regard to safety and to minimise risk, taking responsibility for the welfare & safety of volunteers and public in contact with Friends and Families
* Working towards Friends and Families mission and values and within current policies and good practice. Representing Friends and Families in a positive and professional manner.
* Telephone and reception duties and providing appropriate information during office hours (1000-1400) Monday to Friday. Management of all post being received and sent from the office. Responsible for ordering office equipment, and resources needed for in-house activities.
* General administrative duties including typing notes of meetings, data entry, filing (especially online) and photocopying.
* Regular testing of the office fire alarms (weekly) and safety equipment, as well as managing all servicing for appliances within the office.
* Keep up to date with legislation, good practice and new and innovative ways of working.
* Meeting targets and deadlines according to agreed work plans and standards. Monitoring and evaluating of own work to ensure it is carried out effectively.
* Actively participating in training, meetings and events within Friends and Families.
* Take on other tasks and responsibilities as the work develops that are appropriate to the post.

**PERSON SPECIFICATION**

Friends and Families are a member of the Skills Builder Partnership; recognising the importance of developing a set of essential skills for individuals to thrive. The organisation incorporates the Skills Builder Universal Framework in the recruitment and personal development of its workforce. Further information can be found at <https://www.skillsbuilder.org>

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| **DETAIL** | **SKILLS** | **ASSESSMENT** |
| Education and qualifications | |  | | --- | |  |   A qualification in childcare, social work, youth work (D)  Good level of Education including Maths and English (E) | Application form and interview |
| Experience | Caring for a child with a disability or working for a Disability Service provider (D)  Previous experience of working across a range of administrative functions ( E)  A wide range of IT software including Microsoft Word, Excel, Access, PowerPoint, Publisher, Google Drive and Outlook ( E)  Project development and monitoring, including working with both internal and external agencies (D) | Application form and interview |
| Specific skills | * Innovative thinker * Creative and entrepreneurial * Excellent written and verbal skills * Good organisational, time management and planning skills in order to manage several projects concurrently * Numerate and analytical * Good IT skills including Microsoft 365, Outlook, Word, PowerPoint and Excel * Excellent interpersonal skills | Application form and interview |
| Personal qualities | * A positive self-starter with a flexible outlook and an understanding of the needs of a charitable organisation * Attention to detail * Logical thinker * Ability to work autonomously and to deadlines * Ability to demonstrate initiative and drive * Flexible and adaptable * Persuasive and able to influence * Team player | Interview |

Any applicant who is offered employment will be subject to an **enhanced DBS** check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands, or final warnings as well as convictions. Applicants will have the opportunity to discuss any disclosure information before a final decision is made as part of the post interview process.