

**Job Title:** Connect to Work Administrator

**Grade:** Band C

**Reports to:** Connect to Work Team Manager

**Role Responsibilities:** No line management or budget responsibilities

### **The Role**

ECL's vision is to transform lives, empowering independence through care excellence for all.

ECL supports vulnerable adults living in the community to achieve their desired outcomes, including maximising their independence by finding employment, enhancing their quality of life, and taking a greater part in their community.

The Connect to Work Administrator will provide high quality administrative support, instrumental to ECL's delivery of the government funded Supported Employment programme 'Connect to Work', supporting individuals with barriers to employment in finding and sustaining work.

The role requires someone who has excellent communication skills, is highly organised and good at multi-tasking.

The postholder will need to be flexible, have great computer skills and attention to detail. They will be expected to work pro-actively with their colleagues and help identify and implement continuous improvements and share best practice.

### **Job purpose**

To ensure high quality administrative support for the Connect to Work service, and the management team as required.

To maintain accurate and up-to-date administrative systems to facilitate effective management of all systems and processes including IT systems and service information.

### **Key Accountabilities**

- To answer the telephone and emails taking and relaying messages accurately and in a timely manner
- Gather and produce a monthly finance pack of information to be submitted by our funders
- Make initial calls to potential customers of our service, recording information digitally
- To act as a point of contact for enquiries and provide advice and guidance to staff and stakeholders
- Raising grant applications from financial agencies such as The Kings Trust or DWP Access to Work

- Carrying out varied administrative tasks accurately and to a high-quality standard, in accordance with timescales and frequencies agreed with the line manager. This could include minute taking; updating procedure documents; maintaining simple reports and updating the internal databases
- Pro-actively seeking ways to continuously improve processes, systems, and service delivery. Working efficiently and effectively at all times.
- Ensure confidentiality and security of manual and computerised information in accordance with the company's policies on Data Protection and Information Governance.
- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by his/her line manager.

## Person Specification

### Education and qualification

- Level 3 qualification in English and maths, or demonstrably equivalent vocational experience

### Skills and Experience (all essential)

- Previous admin experience in a busy office
- Great computer skills, including Microsoft Outlook, Excel, Word, and PowerPoint, ideally with experience of using ACP/PP/CRM
- Ability to work methodically, both independently and as part of a team
- Strong written and verbal communication skills, including clear and effective telephone manner with staff and clients who may have impairments
- A good understanding of (or willing to undertake training) The Kings Trust or Access to Work
- Experience working efficiently to meet deadlines

## Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right