



JOB DESCRIPTION

Job Title:	Senior Administrator
Salary:	£26-30k per annum
Pay Band:	B
Duration:	Permanent
Hours:	40 hours per week (including a 1 hour lunch break)
Reports to:	Administration Manager

About Wac Arts

Wac Arts has three areas of work:

1. Creative Programme
2. Space Hire
3. Landlord and Property Services

The Senior Administrator will be a member of the central administrative team. The department provide seamless back-office join-up across these areas of work. It is envisaged that the administrative team will work on a rota across 7 days to ensure sufficient administrative cover is provided throughout the week.

A large part of the organisation's Creative Programme centres on its provision of Short Breaks activities for disabled young people.

JOB SUMMARY

The Senior Administrator will be responsible for the overall management of the Short Breaks contract and relationship with the London Borough of Camden. The role also involves ad hoc administration tasks as directed by the Administration Manager and/or other Senior Management. We are a small team so there is a need to be flexible about sharing tasks and helping colleagues where necessary.

SUMMARY OF KEY RESPONSIBILITIES

The following is an overview of the role. It is not an exhaustive list.

General

- Provide administrative support for the three areas of Wac Arts work
- To act as Duty Manager on Saturdays on a rotation basis

Short Breaks Contract Management

- Ensure WA delivers its contractual obligations to the London Borough of Camden (“Camden”)
- Be responsible for the overall quality of the service WA provides and contribute to WA annual quality assurance processes
- Manage and maintain all data related to the Short Breaks contract using WA approved file system in MS Teams
- Manage all aspects of reporting and monitoring for internal and Camden purposes
- Manage and maintain accurate attendance records for all participants across all areas of the service
- Contribute to the annual budgeting process and manage the Short Breaks contract to the agreed budget
- Reconcile monthly staff hours to budget and forecast delivery hours
- Lead on Camden review meetings
- Serve as liaison with Camden commissioners
- Manage the partnership relationship with PACE

Safeguarding and Health and Safety

- Serve as Deputy Designated Safeguarding Lead (DSL) on rota and be on-call as required (Training will be provided)
- Be responsible for Health, Safety and Risk Assessment relevant to the Short Breaks service in line with WA wider policies and arrangements on such matters

Short Breaks Service

- Managing the referral process:
 - information onboarding
 - allocating each referral to an appropriate team member
- Maintain an in-depth understanding of the young people, their families and other relevant individuals within the Short Breaks service
- Manage and plan the administrative, logistical and transport elements of the Short Breaks services in liaison with the wider WA Operations team
- Chair internal Short Breaks Programme team meetings
- Support the administrative team on matters of HR and timesheets where required
- Maintain and develop a catalogue of relevant trips, outings and local opportunities
- Ordering and managing resources for all services

Staffing Records

- On boarding
- Training
- CPD
- Maintaining staff records

PERSON SPECIFICATION

Candidates must have a clear understanding of and commitment to the aims of the Charity. Candidates will ideally possess and be able to demonstrate all or most of the following:

Skills and experience

- 3 or more years' experience working in a relevant field such as social services, youth services or care
- Team leadership skills
- First-class administrative skills
- Excellent file and document management skills
- Good IT skills including MS Excel, Word, Teams, Zoom

Attitude and approach

- A positive outlook
- Approachable, personable and confident manner
- Problem solver
- High levels of personal and professional organisation, integrity, discretion and confidentiality
- Methodical and process focused
- Flexibility to adjust to change and development
- Collaborative
- Ability to prioritise and manage time effectively to deliver tasks to competing deadlines
- Ability to work calmly under pressure in a busy environment
- Stamina and resilience
- Self-motivated

Other useful skills, experience and attributes

- Working knowledge of Salesforce CRM and OnCare
- Experience of Short Breaks or respite care contracts

This role requires an enhanced DBS clearance, which we will arrange for the successful candidate.

Equality

As an equal opportunities employer, Wac Arts is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy or maternity, race or ethnicity, religion or belief, gender identity, marriage or civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join Wac Arts. We are looking for interest from people who reflect the diversity of London and the communities we serve.