**Hear for Norfolk**

**(the operating name of Norfolk Deaf Association)**

**Job Description**

**Job title:** **Office Administrator/PA to Chief Executive**

**Responsible to:** **Chief Executive**

**Responsible for: Administrative Assistants / Receptionists**

# Hours of work: 21 hours per week (some flexibility is required)

**Salary: £25,350 per annum FTE or £14,196 pro-rata**

**Place of work: 14 Meridian Way, Meridian Business Park, Norwich,**

**NR7 0TA**

**Purpose of post:**

To support the Chief Executive with the day-to-day management of the office and the administrative function of the charity, ensuring that high quality care and support is provided to service users/patients, meeting their individual needs, and in line with best practice and organisational policies and guidance, and approved quality standards.

To act as personal assistant to the Chief Executive in all matters relating to effective administration and fundraising activities.

# Principal duties:

1. To provide personal assistance to the Chief Executive in all secretarial and clerical matters, including word processing, spreadsheet production, and arranging appointments and activities as appropriate.
2. To work closely with the Chief Executive, the Aural Care Service Manager and the Hearing Support Service Co-ordinator in order to develop, implement and evaluate services, activities and functions.
3. To assist the Chief Executive with the charity’s income generation activities (trusts and foundations, individual donors, Friends of NDA, corporate organisations, events, statutory organisations and social media)
4. To be responsible for drafting letters and reports to donors, funders, commissioners and other stakeholders in readiness for review by the Chief Executive.
5. To be responsible for the line management and development of administration/reception team, addressing any personnel issues to promote a productive and supportive work environment, and provide administration/reception cover as and when required.
6. To assist the Chief Executive with staff recruitment and booking of staff training and development activities, be responsible for keeping up to date the staff training and development records, and the DBS checks.
7. To support the Chief Executive with the development, reviewing and implementation of organisational policies, procedures, and processes.
8. In conjunction with administrative team members to be responsible for sourcing, liaising and reviewing of office supplies.
9. To be responsible for liaising with Meridian Business Park management company (Dencora) regarding matters related the site maintenance.
10. To assist the Chief Executive with the reviewing and renewal of all charity insurance policies.
11. To be responsible for the management of the general cleaning and clinical waste contracts.
12. To be responsible for administration and updating of the general ‘Hear for Norfolk’ databases.
13. To be responsible for, and carry out, the fire alarm test on a weekly basis, and respond to the out of hours emergency intruder alarm calls if required.
14. In conjunction with administrative team members to be responsible for undertaking H&S, Fire Safety, Information Security Risk Assessments and Infection Control Audits.
15. To assist the Chief Executive with the review and implementation of the Organisational Business Plan and Business Continuity Plan.
16. To contribute to NDA’s press releases, leaflets, posters, awareness raising events and APM.
17. To be available to assist in any other areas of the Charity’s work as needs arise.
18. Personal and Professional Development
19. To participate in regular supervision, annual performance review and attendance at team meetings.
20. To be responsible for own personal and professional development to actively participate in identifying training needs and to be willing to undertake training where a need has been identified and agreed with the Chief Executive, to ensure that an effective service is provided.
21. To maintain knowledge in the health and social care field, keep abreast of change in policy, practice and relevant legislation and inform the Chief Executive of these changes.
22. To be able to work some additional hours, as required, to cover staff holiday/sickness and operational need.
23. To undertake any other reasonable duties as directed by the Chief Executive that may reasonably fall within the scope of the post.
24. General responsibilities:
25. To ensure the physical and information security within Hear for Norfolk at all times and be familiar with emergency procedures;
26. To maintain full and accurate records in accordance with procedures;
27. To implement and adhere to charity’s policies and procedures
28. To incorporate Equal Opportunities Policy and Anti-Discriminatory practice in all areas of work;
29. To maintain the highest level of confidentiality with all personal information held at Hear for Norfolk;
30. To implement and adhere to policy and practice in relation to health and safety in all aspects of the post holder’s work.  To adhere to the post holder’s own responsibilities to health and safety within the workplace to colleagues, service users and the general public and also whilst working from other sites.
31. To work within established definitions of acceptable and unacceptable risks.  To carry out risk assessments and participate in risk management in accordance with the charity’s policies
32. To promote and work within the values of the Hear for Norfolk, effectively contributing to its objectives

*The post holder is expected to work within policies and procedures of Hear for Norfolk and be committed to its ethos and values.  This will include promoting and demonstrating the principles of equal opportunity (including encouraging diversity and tackling discrimination) and sensitivity to the environment.*

**Person Specification**

**Job title:** **Office Administrator/PA to Chief Executive**

Criteria required by appointee to ensure job effectiveness: Essential **E**

Desirable **D**

**Education and Knowledge**

Educated to degree level D

4 GCSE or A Level equivalent grade C or above E

Experience in office and staff management D

Knowledge of administrative and clerical procedures E

Knowledge of computers and relevant software applications E

Knowledge of customer service principles and practices D

**Key Competencies/Personal Qualities and Behaviours**

Good listening skills E

Good communication skills (written and verbal) E

Customer service orientation E

Professional personal presentation E

Good organisational and planning skills E

Ability to think clearly, critically and pay attention to details E

Ability to meet deadlines E

Ability to work to a high standard of accuracy and presentation E

Able to use own initiative and to be self-motivated E

Team working skills E

Good IT skills (Microsoft applications) E

Able to supervise and motivate staff E

Complete discretion, total understanding of the concept of confidentiality E

Friendly and courteous, with a sense of humour and empathy E

**Other Requirements**

Ability to be flexible E

Full clean driving licence and access to a car D