

JOB DESCRIPTION

PAPYRUS is the national UK charity dedicated to preventing young suicide.

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| 1. DESIGNATION | Administrative Assistant |
| 2. HOURS | 36 per week (some planned unsocial hours) |
| 3. SALARY | NJC scale spinal point 8 (£16,626) + 4% Pension contribution |
| 4. LOCATION | Registered Office, Warrington |
| 5. RESPONSIBLE TO | Office Manager |

6. **PURPOSE OF POST**

To provide administrative support within the Charity's Head office with a focus on the general administration duties in the office, responding to all enquiries, assisting in preparation for training courses, events and workshops, supporting and working closely with other Team Members. The post offers an exciting opportunity to learn and develop new knowledge and skills in a wide range of areas. As a small team in a growing organisation, team members are expected to be flexible, reliable, and hard-working, to be a team player able to use initiative and seek solutions when required.

7. **KEY RELATIONSHIPS**

PAPYRUS Members; PAPYRUS Chairman; PAPYRUS Staff and Volunteers; Board of Trustees; PAPYRUS Press Office

8. **MAIN DUTIES AND RESPONSIBILITIES**

1. **Ensure the smooth running of the office**

- 1.1. To be a first point of contact for all email and telephone enquiries.
- 1.2. Offer hospitality to visitors to the office.
- 1.3. Arrange and organise meetings/bookings as required.
- 1.4. Keep records of contacts from enquiries.

2. **Co-ordinate training bookings, using diary system, email and databases to ensure training is organised, allocated and delivered:**

- 2.1 Prepare resources for staff delivering training courses and workshops.
- 2.2 Help to facilitate training delivery nationally, responding to email and telephone enquiries, ensuring preparation, materials, resources, venues, for all events are in place when required.

3. **Establish and maintain efficient and effective administrative systems:**

- 3.1 Report any office issues to the Office Manager as soon as possible and undertake agreed actions.
- 3.2 Work and maintain internal up to date database system.
- 3.3 Assist with managing the office diary.
- 3.4 Collate evaluations and feedback from project work.
- 3.5 Prepare reports and correspondence as requested.
- 3.6 Deal sensitively with all enquiries.
- 3.7 Work with volunteers and young people by phone and on a one to one basis.
- 3.8 Direct telephone, postal or email enquiries to the appropriate member of staff.

- 3.9 Manage stock and resources.
- 3.10 Respond to orders and other requests for information, from stakeholders, by phone, mail and email, according to policy.
- 3.11 Assist in producing visual aids / presentation material for PAPYRUS representatives.
- 3.12 Respect confidentiality within PAPYRUS policy and manage data appropriately in line with the Data Protection Act 1998.
- 3.13 Understand relevant duties and manage matters relating to safeguarding of children and vulnerable adults within PAPYRUS policy.
- 3.14 Attend and contribute constructively to regular line management supervision and appraisal protocols.
- 3.15 Help to plan, contribute to and attend PAPYRUS conferences, workshops and events as required.
- 3.16 Attend training courses as required.

9. **ADDITIONAL DUTIES**

It is the nature of the work of PAPYRUS prevention of young suicides that tasks and responsibilities are in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

10. **CONFIDENTIALITY**

It is expected that all PAPYRUS employees understand that our work is confidential and that neither details about those who use its services nor any other PAPYRUS business should be divulged to members of the public. A confidentiality agreement must be signed on taking up this post. Further details are outlined in the PAPYRUS Confidentiality Policy.

11. **BASIC PRINCIPLES**

The post holder is expected to be familiar with and have regard to the ethos and values of PAPYRUS and work within that framework. He/she must be prepared to operate without prejudice to all who approach PAPYRUS or work with the organisation at any level.

12. **CONDITIONS OF SERVICE**

Conditions of Service are broadly in line with those set out by the National Joint Council for Local Government Services. PAPYRUS has a probationary period of 6 months for all posts. Appointment to this post may be subject to satisfactory Enhanced CRB Disclosure and/or completion of Vetting and Barring Scheme checks.

13. **QUALIFICATIONS**

See Person Specification