

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

**Team Administrator
Harrogate**

POST:	Team Administrator
SALARY:	NJC 7-11
ACCOUNTABLE TO:	Service Manager
RESPONSIBLE FOR:	N/A

ORGANISATIONAL EXPECTATIONS:

Inspire North aims to provide a high-quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Inspire North is an ambitious, forward-thinking organisation and you must be committed to developing and enhancing the services we provide.

Foundation as part of the Inspire North Group is a provider of housing-related support services to socially excluded groups working with vulnerable and disadvantaged individuals and families. We deliver a range of creative services in partnership with organisations who share our values across sectors and communities.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of the Inspire North Group at all times.

We are proudly and actively anti-racist and as such you are expected to drive our anti-racism agenda forward.

OUTLINE OF POST:

Foundation delivers services to young people aged 16-25yrs in hostel accommodation as well as properties across the area. We also work with offenders, offering housing a support in the community. The aim of these services is to support people towards independent living in the community.

You'll work across services, focussed on system maintenance and data entry, in addition to providing general administrative support to the team members. You'll be highly professional and efficient, and able to deal confidently with a range of tasks.

MAIN TASKS:

1. Operate and maintain the property management system. This will include processing referrals, existing account management, processing rents and general housekeeping of the system.

2. Undertake finance-related functions. Maintain petty cash records and receipts, including submitting the monthly return to the finance department and carry out banking on a regular basis.
3. Maintain cheque books and records, including banking and submitting the monthly banking sheet finance.
4. Undertake contract monitoring, completing quarterly reports, monitoring rent arrears.
5. Process invoices. This will include preparing invoices for payment, invoice entry on to the electronic system, invoice filing and dealing with invoice queries.
6. Submit Housing Benefit log to Finance Department and raise sales invoices.
7. Undertake functions as requested by Finance Department. Such as rent increases, running reports for rent arrears and write off / back process.
8. Provide additional administrative support around key projects/events, where required.
9. Work with Service Manager / Team Leader to collect and collate data, as per contract requirements.
10. Adhere to and keep up to date with policies, guidelines, procedures and practices.
11. Participate in regular supervision, team meetings and other meetings as required.
12. Represent Inspire North in a knowledgeable and professional manner at all times.
13. Maintain appropriate professional boundaries at all times.
14. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
15. Partake in Inspire North's Personal Development Review system.
16. Any other duties commensurate with the grade and level of responsibility of this post.

You may, be required to perform any other duties as the organisation may reasonably require. You undertake to work to the best of your ability and use your best endeavours to promote, develop and extend the group's business and interests.

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North.

Person Specification

Team Administrator Harrogate

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stages to decide how suitable each candidate is to take on the role.

Foundation does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A, I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate a commitment to enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		A, I
Strong team player, able to be flexible in response to changing priorities / needs	✓		A, I
Demonstrate an understanding of and commitment to our anti-racism agenda.	✓		A, I
Knowledge & Skills	Essential	Desirable	
Excellent technical literacy of Microsoft Applications e.g. Word, Excel, Power point, Outlook, Access	✓		A, E
Good verbal and written communication skills, including accuracy and attention to detail	✓		A, I, E

Good interpersonal skills including listening and display empathy	✓		A, I
Excellent organisational skills, able to prioritise effectively and meet deadlines	✓		A, I
Able to use own initiative and use a common-sense approach to achieve goals	✓		A, I
Able to demonstrate an understanding of data protection and confidentiality	✓		A, I
Ability to compile and maintain detailed statistical information and monitoring systems with a high level of accuracy	✓		A, I
Ability to demonstrate a proactive approach	✓		A, I
Have access to a car for work purposes and hold a full current UK driving licence		✓	A
Experience	Essential	Desirable	
Previous experience of working in administration role; experience of office systems and file management	✓		A, I
Working with financial systems, petty cash, banking	✓		A, I
Experience of working with confidential information when discretion is required	✓		A, I
Experience or an understanding of working in supported housing & rent management.		✓	A
Experience of housing / homelessness / offending or mental health either as a service user, carer, worker or volunteer		✓	A