



Bank Administrator

Location: 64 Altenburg Gardens, London, SW11 1JL
Hours: Zero hours contract – flexible bank work “as and when”
Contract: Bank
Salary: £16.58 per hour (£14.80 per hour, plus £1.78 in lieu of annual leave)

The role

You will be providing admirative support to various teams at Share, including during periods of heavy workload, and covering for absences. Teams you would be supporting would include:

- Student Enrolment
- Reception and Office Administration
- Support for functions such as HR or Wellbeing

Enrolment is a multi-faceted and dynamic function, sitting at the heart of our organisation. You will support with engaging potential new students and seeing them through the enrolment process, from making an initial enquiry to becoming a student.

As part of the enrolment process, we work with students to understand what they want to achieve, invite them to visit Share, and experience some taster days in potential classes. If both parties think students' needs can be met, you'll support them in obtaining funding from Social Services, or using Direct Payments or their own funds, and support them to settle in at Share.

Our **Reception and Office Administrators** are the welcoming face of Share. You'll be the first point of contact, either in person or over the phone, for individuals engaging with the charity. Visitors to our sites include prospective students, job applicants and trades people among others, and each visitor will need to be signposted and supported appropriately.

Other functions may need ad-hoc administrative support during particularly busy periods. This will typically involve a specific piece of work or project which you would be engaged to perform.

Who we are looking for

We are looking for someone who is highly organised and has proficient administrative skills, combining this with delivering person-centred customer service and excellent communication skills.

You'll be intuitive, empathetic and enjoy getting things sorted for people. You'll be a quick learner, confident in taking initiative when needed and you'll enjoy working as a member of our team. You'll understand the importance of following processes.

About us

At Share, we're passionate about supporting disabled and autistic people to live healthier, happier and more independent lives. We work with our students to set their own goals for learning and life, and then support them to achieve their aspirations. We offer a range of training, employment, personal development, and leisure opportunities. Enabling people to be more independent and self-directed, able to make informed choices, healthier and more resilient, and fully socially included is at the heart of our work. Our programmes focus on personal development, independent living skills and vocational skills, and we work with every student to develop a learning programme tailored to their goals and needs.

A number of our training programmes lead to nationally recognised qualifications with others providing valuable life and social skills, or helping students explore and develop their creative abilities. We use the Outcomes Star to track our students' progress and improve our service delivery. help people to set goals for learning and life, and to track their achievements.

We currently offer 17 programmes from 10.00-16.00 Monday-Friday. We also offer social opportunities at evenings and weekends, through our befriending service and volunteer-led "Go Anywhere, Do Anything" programme which provides students with opportunities to enjoy and discover new experiences in and around London.

Main responsibilities

Enrolment

1. To contact enquirers, within agreed timescales, to provide information about Share's services and to arrange visits across our different projects.
2. To ensure that all information regarding the enquirer is logged on to our CRM database, including all relevant paperwork, abiding by data protection regulations.
3. To ensure the students' wishes are captured and communicated at the outset of their relationship with Share.
4. To book in taster sessions, liaising with delivery staff around support needs and other important information about the potential new student, and ensuring that delivery staff give feedback on how the taster session went and this feedback is shared with support networks and other staff as appropriate.
5. To understand the context in which the student lives and ensure Share provides appropriate and proactive support.
6. To complete all administration tasks required to manage and chart each participant's progress including the updating of individual records using Share's management information system (Civi CRM) and correspondence with external agencies.
7. To work as a member of a supportive team and undertake any other tasks as may be reasonably required.

Reception and Office Administration

1. Being the point of contact for incoming queries, answering questions or directing callers to the correct individual or team, and taking messages where needed.
2. Greeting visitors to site, monitoring who enters and leaves the building and ensuring relevant staff are aware.
3. Handling incoming mail and deliveries, distributing to or notifying recipients as required.

4. Recording student arrivals and departures and updating Share's CRM system.
5. Supporting rota changes, including notifying staff of changes and booking bank workers for shifts.

Person Specification

Experience, skills and knowledge

1. Able to communicate well and build rapport quickly with people from diverse backgrounds and at all levels inside and outside of the organisation.
2. Excellent administrative and strong ICT skills with good literacy, numeracy and analytical skills, and the ability to produce clear, well-presented, concise reports for internal and external audiences from raw data.
3. Strong team-player and enjoy working alongside others.
4. Be self-motivated.
5. Have a good attention to detail.
6. A good understanding of data protection, with the ability to work confidentially with sensitive information.
7. A passion for supporting disabled people to live independent, healthy and happy lives, achieving their dreams and aspirations.
8. Confident and engaging communicator in person, over the phone and by email.

Desirable:

9. Experience working in a customer or service-user facing role.
10. Have a good understanding of the local authorities' responsibilities and processes with regard to care planning for disabled people.
11. Experience of working in a social or health care setting with disabled people

How to apply

We actively encourage applications from people from minoritised ethnic communities and those with lived experience of a learning disability and/or autism. This is because we believe our staff should reflect the diversity of our student body wherever possible in order to provide the best possible service.

To apply for this role, please fill in the application form on our website or send us your CV and a personal statement addressing the three questions below:

1. What experience do you feel has prepared you for this role and why?
2. Please give us an example of how you have tailored your communication style to suit an individual's particular needs?
3. How would you keep track of your workload in a fast-paced role with multiple competing priorities?

If you would like to have a chat about the role or visit us prior to applying, please contact a member of the HR team at hadmin@sharecommunity.org.uk.

We focus on ability and believe people work best when they feel valued, safe and happy. We do all that we can to make sure that Share is friendly and welcoming to everyone. All CVs and applications are sanitised to ensure unbiased recruitment, and if you make it to interview stage, some questions will be sent in advance. All disabled applicants who meet the minimum criteria will be offered an interview.

This job is subject to two satisfactory references, an enhanced DBS check and providing evidence of the right to work in the UK. If you are disabled and would like to discuss other ways of submitting your application, please contact us on 020 7924 2949.

Our privacy policy for job applicants can be found here: <https://www.sharecommunity.org.uk/privacy-policy-job-applicants>

We look forward to receiving your application.

