



Admin Co-ordinator (HR & Communications) Job Description

- Hours:** 37.5 hours per week
Standard Hours:
Monday, Wednesday, Thursday 9.15am – 5.15pm
Tuesday 9.15am – 6.15pm
Friday 9.15am – 4.15pm
*Some flexibility will be required, which may include evening work.
Part time may be considered.*
- Salary:** £23,809.50 per annum
- Lunch:** Half an hour unpaid lunch
- Holidays:** 29 days and statutory bank holidays (pro-rata)
- Location:** Based from our HO in Stoke-on-Trent with some home working
- Line manager:** Operations Manager

Overview of the Role

Working as part of the administration function within the Dove Service Head Office, the role is to undertake the co-ordination of all HR support; and internal and external communications. This role includes liaising closely with the management team, and communicating with project workers, counsellors, clients and other stakeholders (including commissioners of the service).

As a member of the administration team you will be expected to understand and practice the values of the organisation: providing appropriate levels of support to your colleagues; working professionally in all areas; being innovative in your approach across the organisation; being respectful of others; empowering others; and behaving with integrity at all times.

You will be part of a team that values equality, inclusion, and diversity, and which always seeks to improve on our previous best, always looking for opportunities to promote the work of the Dove and having an open mind in the development of new ideas and services.

Responsibilities include (but are not limited to):

HR Administration

1. Co-ordinate all administration relating to recruitment in support of the management team, including (but not limited to) advertising posts, administering job applications, booking interviews, and following up the completion of references and other pre-employment checks and documentation.
2. Complete enhanced DBS checks for new members, maintain the compliance log and complete DBS renewals for existing members.
3. Co-ordinate the induction process in support of the management team.
4. Complete regular BACP counsellor register checks.
5. Produce photo IDs and respond to any verification requests from third parties.
6. Co-ordinate and process clinical supervision invoices, information and logs, including co-ordinating new supervisor contracts and paperwork.
7. Create, update and maintain staff records in the TDS database and hard copy HR files, including the length of service database and 'who's who' chart.
8. Working with the management team, ensure the computer/database accounts and email of staff leavers are deactivated, exit interview paperwork is completed and their HR files closed. Also ensure all equipment, photo ID or keys are returned and logged.
9. Co-ordinate the internal CPD calendar alongside the management team, and as informed by the Clinical Excellence Steering Group.
10. Ensure that TDS members are logging CPD in line with our procedures.
11. Support the administration of the annual performance review process.
12. Support the CEO or other nominated person with the co-ordination of the H&S system across the organisation.
13. Support the management team with the review, writing and distribution of policies and procedures as appropriate.
14. Maintain the policies and procedure log, flagging review dates to the appropriate manager and ensuring policies follow branding guidelines.
15. Circulate policies to all staff following changes and updates and upload to the Dove CRM in PDF form.
16. Co-ordinate data requests from staff and other third parties with Management Team to ensure they are completed within 30 days.

PR & Comms

17. Develop and co-ordinate the fundraising capabilities of TDS by co-ordinating client and volunteer engagement.
18. Maintain and use the database of engagement for clients and stakeholders (marketing records), ensuring that we communicate appropriately with this audience and regularly check that they still want to be contacted by us.
19. Co-ordinate the collation of case studies and multi-media stories for use in external and internal communications by working alongside project teams.
20. Create posts for social media using CANVA in line with our branding and values
21. Schedule posts for social media, monitor social media and respond appropriately to comments and messages.

22. Support the management team and project workers in all admin pertaining to external campaigns around fundraising, grants, contracts, and other engagement activities and co-ordinate an effective coms approach alongside the Management team.
23. Ensure organisational compliance to branding guidelines
24. Work with the Management team and Trustees to develop annual PR & Coms strategy and be proactive in delivering that strategy.
25. Work with the Admin Co-ordinator (Clients & Operations) to co-produce the Monthly Dove Update for internal communications, in support of the management team.
26. Work with the Admin Co-ordinator (Data & Reporting) to gather and compile data in support of external communications, grants and contract applications.

General Administration

27. Act as key holder for the organisation, opening and closing head office on a rota basis, ensuring that the reception area and counselling rooms are clean, tidy, safe, open, accessible & ready to commence operational activity and that head office is closed down safely and securely when required. This will include adjusting working hours to cover for colleagues during periods of annual/sick leave.
28. Support the overall administrative support for the organisation, including covering incoming telephone calls, notifying counsellors of client changes and cancellations, welcoming and receiving visitors to the organisation, and covering for colleagues during periods of annual/sick leave.
29. Undertake periodic reviews and audits of digital (including TDS database) and paper records, arranging secure destruction of confidential material and data in line with retention periods.
30. Respond to requests for information and enquiries from other agencies, funders, and stakeholders as appropriate.
31. Work with the IT support provider to troubleshoot user and organisation wide problems.
32. Assist the management, fundraising and project teams with administration and support as required including producing mail merges and following up enquiries.

Other

33. Ensure all relevant legislation is complied with at all times, in relation to your role and across the organisation.
34. Pursue relevant continuing professional development to keep skills up-to-date.
35. Adhere to the policies and procedures of TDS, including our Equality, Diversity and Inclusion policy.
36. Act as an ambassador for TDS and to be professional in all your activities for the organisation.
37. Carry out any other activities that may be reasonably requested by the CEO, other Managers or Trustees.
38. Act as a named first aider and fire marshal for the organisation while based at HO.
39. Be adaptable, flexible and willing to take on new challenges as needs are identified, and as they arise, as an absolutely essential requirement of the post.