

JOB DESCRIPTION & PERSON SPECIFICATION

POST TITLE: Insights Administrative Assistant

RESPONSIBLE TO: Insights Team Leader

HOURS: 37.5 hours

TERM OF POST: Permanent

LEAVE ENTITLEMENT: 27 days annual leave per annum exclusive of Bank Holidays (increasing with length of service)

LOCATION: Keele, Staffordshire

ABOUT CAUDWELL CHILDREN

Established in 2000, Caudwell Children is a National Charity which works to transform the lives of disabled children and their families, enabling them to challenge the barriers they face throughout childhood by providing practical and emotional support.

Our facilities provide a state-of-the-art base within the grounds of Keele University where ground-breaking research can be undertaken into multi-disciplinary programmes for neurodevelopmental conditions and childhood disability.

The services of Caudwell Children enrich the lives of our children and families through the delivery of high-quality person-centred care and support services that promote independence and achieve valued outcomes. We seek to create a safe, homely and supportive environment that enhances the lives of children with autism and associated conditions.

POST OUTLINE

Based from the award-winning Caudwell International Children's Centre at Keele University in Staffordshire, we seek a passionate and driven **administrative assistant** to work as part of the **Insights team**.

We are looking for an **organised individual** who **has some basic knowledge of the role of a research department within a charity and understands the positive impact that research and data has on:**

- Service Delivery
- Generating income via bids and grants
- Collaborative working

MAIN DUTIES & RESPONSIBILITIES

The Insights administrative assistant will be responsible for managing administrative aspects of research projects, supporting with the implementation and moderation of online forums and other duties that will help the insights department run smoothly. This role requires an organised individual with strong communication and time-management skills and a passion for making a positive impact on children's lives.

- Assist with the planning and execution of research projects, including scheduling focus groups and organising resources.
- Managing and moderating online forums, for example Facebook groups
- Ensuring data is clean, up to date and organised
- Provide administrative support to the Insights team to ensure that Caudwell Children supports high quality data and services that directly impacts its service users.
- Foster good relationships with our beneficiaries, keeping them informed of further requests for information
- Support a variety of initiatives across the Research and Services Team as required.
- Open to undergoing further training to support your personal and professional development.

PERSON SPECIFICATION

Essential Criteria:

- To be educated to A-Level or equivalent, or experience working in a similar position at a similar level.
- Administrative experience and experience of maintaining accurate records
- Experience co-ordinating meetings, preparing resources and taking minutes
- Strong communication skills and the ability to work with the wider community.
- Experience extracting information and data from a variety of sources to prepare suitable reports
- To have a high level of attention to detail
- The ability to engage with a wide range of internal and external stakeholders.
- Excellent organisational skills, including time management skills, the ability to prioritise workload to meet deadlines and coordinate multiple projects.
- Excellent IT skills including use of MS Office (Word, Excel, Outlook, PowerPoint, Teams) and databases.
- A passion for the mission of Caudwell Children to Change Lives, Change Society and Change Charity

WIDER RESPONSIBILITIES

- Communicate with children, families and all stakeholders in a way that respects their views, autonomy and culture in full compliance with the Equality & Diversity Policy.
- Uphold the principles and practice of customer care and continuous improvement.
- Maintain confidentiality and Data Protection and at all times work in accordance with General Data Protection Regulations 2018.
- Have an awareness of relevant health and safety regulations and legislation, being responsible for your own health and safety and that of anyone else whom your acts and omissions may affect.
- Report any concerns of potential abuse of a service user in line with the Safeguarding Policy and procedures.
- Ensure maintenance and security of physical, financial and information resources.
- Demonstrate commitment to ongoing personal and professional development.
- Keep comprehensive and accurate records in relation to your role and in accordance with policies and procedures.
- Attend training as appropriate to the role, applying knowledge gained to the workplace.

- To work effectively and collaboratively as a member of the team, building and maintaining good working relationships with all internal and external stakeholders.
- Ensure compliance with statutory and non-statutory bodies.
- Adhere to all Caudwell Children policies and procedures.
- Demonstrate commitment to Caudwell Children's mission, vision and values.
- On occasion and when necessary, work flexible hours to meet the needs of the business.

SKILLS

- Ability to work with a high degree of accuracy.
- Excellent written and verbal communication skills.
- Excellent IT skills.
- Ability to plan and prioritise workloads.
- A positive 'can-do' attitude with a flexible approach to work.
- Able to meet the physical requirements of the role after reasonable adjustments have been made for illness or disability.

This Job Description is not exhaustive. The post holder may be required to carry out any other task as deemed appropriate for the level and responsibilities of the post.

DISCLOSURE & BARRING SERVICE CHECKS

The Charity is committed to safeguarding children and young people and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). This role is eligible for a standard disclosure check.

EQUAL OPPORTUNITIES

Caudwell Children is a Disability Confident employer committed to offering an interview to all applicants who meet the minimum criteria and declare they have a disability as defined in the Equality Act 2010. We are committed to creating a diverse environment and will not discriminate for any reason against any person because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. We particularly encourage applications from people who identify as Black, Asian or from a Minority Ethnic background and other underrepresented groups.

