



## **Summary:**

Circles Network in Peterborough are recruiting an office administrator. The successful applicant will provide a vital role in supporting the whole team to make huge differences to the lives of disabled and disadvantaged children, young people and adults in Peterborough and Cambridgeshire.

## **Main duties and responsibilities:**

- To provide Reception, telephone and hosting services which ensure a warm and professional interface with and welcome to the charity.
- To enter and maintain information using databases and filing systems, whilst adhering to confidentiality policies.
- The compiling of reports for management.
- To facilitate clear and effective communication among team members, recipients and families.
- To provide assistance with the preparation and running of conferences, events, training and meetings, including collecting and collating materials, setting up rooms, booking venues, etc.
- Supporting recruitment activities at Peterborough by working alongside the Human Resources Manager and Project Manager.
- Assisting with tenders for contracts, carrying out research and responding to them as appropriate.
- To complete and submit applications to Grant Providers, Corporate Funders and a range of Charitable Trusts under the guidance of the Project Manager and other core operations staff.
- To deliver presentations to funders and potential funders.
- To liaise with the media creating press releases, advertisements and effective communications.
- To ensure that the ethos of the organisation is upheld at all times through a thorough understanding of, and commitment to the language and behaviors of both disability equality and social inclusion.

- To create promotional leaflets and newsletters to promote the work of Circles Network within Peterborough and the surrounding area.
- To create and effectively maintain a database of potential supporters.
- To monitor and evaluate the effectiveness and efficiency of their own work.
- To maintain fundraising files and materials, ensuring good record-keeping and complete transparency.
- To work closely with the Executive Business Manager to ensure that outcomes are in line with the national strategy for the organisation.

### **Person Specification:**

#### **Qualifications and Training:**

- Administration or office management experience
- Proficient in Microsoft Office 365
- A further qualification in business or office administration would be an advantage.

#### **Experience:**

- Experience of working in a similar role, reporting to senior management level
- Experience of managing a staff group, project team or office
- Personal or family experience of disability

#### **Personal Attributes:**

**Competence** - to have the ability to carry out your work efficiently and effectively.

- Ability to multi-task and switch between tasks regularly and competently
- Good eye for detail and ability to consider the bigger picture
- Ability to assimilate and prioritise information quickly and provide concise briefings by phone and in notes.
- Logical thinker with ability to organise self and others confidently, ensuring that tasks are completed with utmost efficiency, highest quality, and by set deadlines
- Ability to produce high-quality reports and documents
- Efficient time management skills

**Commitment** - to show dedication and attentiveness towards those you support and the wider organisation.

- Diplomacy and superb interpersonal skills, as well as ability to relate to diverse groups of people.

**Care and Compassion** - to understand how other people may be feeling, showing concern/interest in their issues and lives.

- Ability to read others and show empathy and patience within the role.

**Communication** - to be able to successfully share ideas, feelings and information.

- First class communication skills, both oral and written

**Creativity** - to use imagination and original ideas to support the development of your work.

- Proven track record of setting up and maintaining effective organisational systems.
- Superb IT skills, including accurate and fast typing and word-processing, spreadsheets, Internet, e-mail, social media and file management skills.
- Flexible approach and ability to adapt to changing environments.

**Intuition and Self Awareness** - to understand instinctively those you support and be aware of the impact you have on others.

- A professional and outgoing approach to work, with proactive and positive attitude to challenges

**Authenticity and Integrity** – to be an honest and genuine person.

- Utmost loyalty, honesty and integrity, as well as understanding of and commitment to the values and beliefs underpinning the work of Circles Network
- Appreciation of confidentiality and handling of sensitive company and employee information.

**Connection** - to show connection in your relationships.

- An excellent ability to pre-empt what the Regional Manager may need and others within the Peterborough hub.