



POST TITLE: Admin Assistant – Operations Team
RESPONSIBLE TO: Director of Operations
HOURS OF WORK: 20 hours per week **
LOCATION: Hybrid - Cheltenham office with home working
SALARY: £13,270 pro rata (FTE £23,222 per annum)
CONTRACT: Permanent

**** We can be fairly flexible as to how these hours are worked over the week but applicants would need to be able to work on a Tuesday and Friday.**

Background:

WellChild is the national charity for seriously ill children. Our vision is for every child or young person with complex medical needs to be thriving at home. Through a UK-wide network of children's nurses, garden transformation projects and family support services, WellChild, who have Prince Harry, Duke of Sussex as its Patron, exists to ensure this growing population of children and young people have the best chance to thrive at home and in their communities.

Purpose of the role:

This is a hands-on role responsible for delivering high quality administrative support across the Charity's Operations team. Key areas of focus include HR administration and providing Trustee administration support to the Director of Operations and cover for the Office manager.

The Operations team supports the Charity's daily functioning, overseeing business processes, finance, governance, ICT, health and safety, data protection, front of house, and HR to ensure WellChild runs smoothly and efficiently. The team comprises five members and is led by the Director of Operations.

Main Duties and Key Responsibilities:

Reporting to the Director of Operations with a dotted line to the HR Manager, the postholder will have a key role to play in supporting the Operations team. Duties will include:

Director Support

- Supporting with Trustee meetings, including the setup, preparation of and distribution of relevant papers.
- Support in the recruitment of new Trustee roles.
- Liaise with Trustees to ensure ongoing governance requirements are met.
- Provide adhoc admin support to the CEO e.g diary management, meeting support, travel requirements.
- Set up and analysis of online surveys to support appropriate projects.
- Supporting the organisation and facilitation of staff meetings, including taking and distributing meeting notes if required.
- Support HR initiatives, including the health and wellbeing agenda, diversity and inclusion and social events.
- Collation of data for monthly trustee reports.
- Assist with IT asset management and tracking.
- Administration support on the charity's policies and procedures in line with legislation and general updates.
- Ensuring that records and employee files are kept in accordance with legal requirements and with regard to the Data Protection legislation.
- Support with the yearly audit cycle.
- Support the Director with adhoc projects as required.

General Operations Team support

Any other duties that may be required to support the HR team and wider Operations team to include:-

- CRM database admin and finance support including updating and cleansing records, and campaign admin.
- Answering the office telephone system when required and during work hours on a Friday.
- Provide light cover for the Office Manager role during periods of leave/absence.

HR support

Supported by the HR Manager the post holder will also act as a HR point of contact and provide support on various HR related tasks including:

- Drafting, formatting and posting job advertisements to job boards and other relevant social media sites.
- Processing applications once they are received and liaising with managers re. shortlisting.
- Contacting job applicants to arrange interviews/inform unsuccessful applicants at the shortlisting and interview stage.
- Provide support for interviews, including the processing and collation of interview related paperwork.
- Assisting with the onboarding and induction process, including preparation of new joiner paperwork and collection of references.
- Ensure all appropriate right to work checks are completed.
- Assisting the HR Manager to ensure that DBS checking process is followed for new starters, employees and Trustee's.

- If required, support the HR Manager with employee relations issues, including drafting letters and taking notes of meetings.
- Support managers with the recording of employee absence process e.g sickness absences and associated paperwork.
- Updating the absence calculator for sick pay entitlement.
- Oversee the online Learning and Development mandatory Training schedules and allocations for staff.
- Liaise with managers to source and book relevant training courses for employees.
- Assist with the administration of the HR Systems.
- Maintaining the employee database, ensuring all relevant personnel information is held & proactively managing to ensure it remains up-to-date.
- To undertake general administration associated with the HR function.

General:

- Attend and participate in internal and external meetings, training and development as required – this may sometimes involve travel away from the office and working outside of normal hours.
- Attend and participate in WellChild projects and events – this usually involves travel away from the office and working outside normal hours.
- Take all opportunities to promote the work of the charity in order to continually build our network of supporters.

This job description is not an exhaustive list of duties but is intended to give a general indication of the range and extent of work to be undertaken; it will vary from time to time.

Person Specification

Experience	Knowledge and Skills	General Attributes
Experience of working in a busy and varied administrative support role.	Demonstrate a logical approach to developing and implementing processes.	Flexible and adaptable.
Demonstrate ability to work as part of a team and use own initiative.	Demonstrate excellent communication skills to a wide range of people.	Sympathetic to the aims and values of WellChild.
Experience of using Office365, MS Teams, SharePoint, HR database/ systems (desirable) and database systems (Raisers Edge NXT desirable).	Demonstrate excellent organisational skills and the ability to prioritise own workload to meet deadlines.	Able to occasionally work outside of normal working hours.
Experience in the voluntary sector either in paid employment or as a volunteer (desirable).	Able to quickly assimilate and interpret information accurately.	Upholds the Charity's values, beliefs and culture on keeping children safe and an ability to work in a way that promotes the safety and wellbeing of children and young people.
Experience of supporting senior leadership teams and Trustee's admin.	HR knowledge (desirable).	Positive 'can do' approach and able to deal with a wide variety of tasks thought the day.
	Understanding of the confidential nature of using data & GDPR.	Approachable and empathetic.
	Good IT skills including MS Word, Excel, Outlook, SharePoint and Teams.	