|  |
| --- |
| **AbilityNet Job Description**  |

|  |  |
| --- | --- |
| **Job Title**: Free Services Administrator  | **Band:** 6 |
| **Responsible to:** Administration Manager | **Location:** Leamington Spa |
| **Contract:** Permanent/Part-Time: 3 days per week (21 hours – 7 hours per day),ideally Wednesday, Thursday and Friday |

|  |
| --- |
| **Job Purpose** |
| To provide effective administration across AbilityNet’s Free Services bydelivering administrative support as part of our volunteering and advice services.  |

|  |
| --- |
| **Principal Accountabilities** |
| * Support Administration Manager to oversee all workflows across Free Services, noting and actioning to ensure we are working towards the Service Level Aims (SLAs)
* Phoneline, email and online client enquiry taking and recording.
* Daily review of online ticketing platform, ensuring client support queries are resolved to agreed SLAs
* Handle volunteer applications taking them through the recruitment process in a timely and efficient manner
* Accurate recording and maintaining of client and volunteer details and information within the internal database systems
* Undertake checks for on-boarding new volunteers, including reference requests and DBS (Disclosure & Barring Service) checks
* Shared inbox management, categorising emails accurately and actioning against priorities
* Provide administrative support for events, training, meetings and exhibitions and attendance on occasions
* Review processes and make suggestions for improvements
* To undertake any other task consistent with the scope of the post, as requested by the Administrations Manager.
 |

|  |
| --- |
| **Knowledge, Skills and Experience** |
| * Experience in a front-line, hands-on customer role
* Recent experience of working in a demanding role requiring attention to detail within a fast-paced, varied, team working environment
* Strong communication skills, written and verbal
* Excellent interpersonal skills, self-motivated and able to work as part of team
* Ability to manage own workload and priorities as required
* Ability to carry out job with minimum supervision
* Willingness to embrace changes in working practices
* Strong working knowledge of Microsoft Office and ICT skills
* Experience of inputting and extracting data from a database
* Willingness to extend themselves beyond their normal duties when required to take on additional practical tasks and responsibilities.
 |

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of AbilityNet at any time after discussion with the post holder.