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| **AbilityNet Job Description** |

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| **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 | |

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

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| **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. |

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| **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.