

Groundwork in Cheshire, Lancashire and Merseyside.

# Support Services Administrator

Salary: £18,911 - £20,452

Based: Wigan

74-80 Hallgate, Wigan, WN1 1HP.

36.25 hours per week



## Take your next step to an exciting career

Looking for an exciting role, where every day is different?

Want to work for an organisation that changes lives on a daily basis?

Interested in having a career rather than just a job?

We are Groundwork - an environmental charity with a green heart. We are recruiting an Administrator to our Support Services team. We are looking for someone who is confident, self motivated and thrives under pressure. You'll also need to be highly organised and able to organise others.

You'll play a key role in a dynamic team, with particular emphasis on facilities management, health and safety and HR. You'll also be part of an ethical organisation that has strong values and where personal and professional development is really important.

If you're looking for an interesting and challenging role and you're ready to take the next step in your career, we'd like to hear from you.

### How To Apply

To request an application pack, please email: [recruitment.clm@groundwork.org.uk](mailto:recruitment.clm@groundwork.org.uk) or telephone 01942 821 444.

Alternatively, please visit the Careers section of our website: [www.groundwork.org.uk](http://www.groundwork.org.uk) and download, complete and return a Job Application and Equal Opportunities Monitoring Form. Please email your completed forms to [recruitment.clm@groundwork.org.uk](mailto:recruitment.clm@groundwork.org.uk) or send by post to

**Closing Date: 30 September 2020**

## Job Description & Person Specification

<b>Job Title:</b>	Support Services Administrator
<b>Service:</b>	Support Services
<b>Hours of work:</b>	36.25 hrs (1.0 FTE)
<b>Pattern of work:</b>	9.00 am to 5.00 pm (includes 45 mins for unpaid lunch break) With flexible start and finish times to be agreed with line manager
<b>Office base:</b>	Groundwork Cheshire, Lancashire & Merseyside, 74-80 Hallgate, Wigan, WN1 1HP
<b>Work locations:</b>	Wigan based with occasional travel to other Groundwork offices
<b>Salary:</b>	£18,991 - £20,452 per annum
<b>Reporting to:</b>	HR Manager
<b>Responsible for:</b>	N/A
<b>Type of Contract:</b>	Permanent
<b>Benefits</b>	Aviva Auto Enrolment Pension Scheme Annual Holidays - 25 days + 1 additional day for Christmas Closure + Public Holidays (x8) - pro rata for part time staff Flexible working arrangements, depending on the needs of the role Employee Assistance Programme Regular supervision and support

## Background

This post is within Groundwork CLM's Support Services team which focuses on providing high quality services to assist the Trust's operational programmes and ensure compliance with all legal, regulatory and statutory functions and Trust policy. The Support Services team provide a range of core services within an organisation encompassing 80+ employees and volunteers across 9 offices and/or project delivery bases. These core services include, Finance, HR, Facilities Management, IT and Communications.

For more information about Groundwork see [www.groundwork.org.uk](http://www.groundwork.org.uk)

## Scope of Role

The Support Services Administrator needs to be highly organised with an ability to work in a structured way whilst being able to carry out a range of different tasks and duties – often at the same time. You will support the HR Manager with day to day administration of key organisational support service functions, with particular emphasis on facilities management, health & safety and HR.

You will be encouraged to add value to our business, be creative and proactive and always be looking for better solutions. We are seeking an individual with excellent organisational skills as well as someone with great empathy and integrity. The role is part of a small dedicated team working to support staff and managers within our large Charity and thus the ability to work effectively in this environment is needed.important.

September 2020

# Main Duties & Responsibilities

## Facilities/Maintenance

- Collate and monitor the information required to support the management of all Trust offices, ensuring that any issues highlighted are dealt with in a timely manner.
- Monitor and co-ordinate maintenance contracts to ensure compliance with Health & Safety (H&S) requirements.
- Identify and implement an ongoing programme of maintenance work to be carried out by contractors and/or the internal maintenance officer, ensuring this work is achieved to agreed schedules.
- Liaise with cleaning contractors to ensure identified work is achieved to agreed schedules.

## Health and Safety Co-ordination

- Collate all incident report information on relevant spreadsheet and prepare a monthly report for line manager.
- Ensure all H&S employee and volunteer emergency information is up to date.
- Provide assistance with H&S and Environmental audits Audits as required.
- Monitor and issue PPE and keep the asset tagging system up to date.

## HR/Personnel

- Lead on all required employee checks inc. Eligibility to work in the UK, DBS, references and occupational health.
- Assist with the recruitment of staff and volunteers as part of a wider recruitment team.
- Assist with the onboarding of new staff including preparation of job offer letters, contracts of employment, including variations as required.
- Assist with the administration of payroll and pension submission.
- Ensure key personnel information and databases are maintained.
- Support the Trust in maintaining its external accreditation awards.
- Assist with the development/implementation of new administration systems as identified by the Trust.
- Provide HR administrative assistance to the HR Manager as required.

## Other duties

- Provide occasional cover for reception staff when required.

## Organisational Responsibilities

1. Investors in People - Groundwork Cheshire Lancashire & Merseyside is committed to maintaining its Investor in People (IIP) status and you are expected to support the ongoing development of IIP.
2. Health & Safety - All staff and volunteers have responsibility for ensuring that their working environment is healthy and safe and that staff and volunteers for whom they are responsible for, or working with, are not placed at risk. All staff and volunteers will be expected to familiarise themselves with and adhere to the current Health & Safety Policy.
3. Equal Opportunities & Diversity - Groundwork Cheshire Lancashire & Merseyside strives to be an equal opportunities employer and operates an Equal Opportunities policy. It also recognises the benefits that a diverse workforce brings to the organisation and welcomes this.
4. Data Protection - Groundwork Cheshire Lancashire & Merseyside endeavours to comply with the Data Protection Act 2018. It may be necessary to disclose personal data to funding bodies - where a role is funded externally - in order to comply with their funding requirements. If this applies to you we will inform you about what information is shared.
5. Personal Development - All staff and volunteers will be expected to participate in a broad range of personal development activities in line with best practice and take responsibility for identifying own learning needs in order to fulfil the requirements of the role and support career progression.
6. Corporate Training - All staff and volunteers will be expected to attend and fully participate in the Trust's Corporate Training Programme.

### Note:

This is a description of the job as it is currently envisaged at the date noted in the footer. It is the Trust's practice to review, from time to time, employee job descriptions and to revise them to ensure that they relate to the job that is being performed and/or to incorporate any changes being proposed. Any changes will be led by your line manager in consultation with you and any amendments will be approved by the relevant Service Director. You will have the opportunity, and are expected, to fully participate in such discussions. This job description is broad-based and is not intended to be an exhaustive list of all possible duties, as it is recognised that jobs may change over time. Should the duties change significantly; the post and salary level will be fully reviewed.

### Note to applicant:

Should you have any questions about the assessment methods, please don't hesitate to contact HR on 01942 821444 who will be happy to answer any questions and/or address any special requirements.

Employee: (name in caps)	Employee: (signature)	Date: (signed)



# PERSON SPECIFICATION

**Assessment Key:** A (application form), I (interview), P (presentation), E (exercise), R (role play)

	Essential (E) Desirable (D)	Assessment Method
<b>Education, Training &amp; Qualifications</b>		
GCSE Maths and English grade A-C	E	A
Business Administration qualification	D	A
HR qualification	D	A
<b>Experience</b>		
Experience of working in a key administration or support role within an organisation of 50+ employees	E	A/I
Experience of collating and monitoring key organisational information and producing reports for management use	E	A/I
Experience of working within a role that supports the facilities management of an organisation	D	A/I
Experience of HR administration including the use of HR management software.	D	A/I
Experience of working to deadlines whilst maintaining the quality of service	D	A/I
Experience of developing working procedures to maximise efficiency	D	A/I
Experience of working on own initiative and as part of a team	D	A/I
<b>Knowledge</b>		
Knowledge of facilities management processes	E	A/I
Knowledge of health & safety regulations for offices	E	A/I
Knowledge of HR best practice	D	A/I
Knowledge of GDPR compliance requirements	D	A/I
<b>Skills and Attributes</b>		
Highly organised with a focus on accuracy and providing timely information	E	A/I
Good communication skills both oral and written	E	A/I
Good computer skills - email, word & excel	E	A/I
Effective time management in managing own workload	E	A/I
Able to observe confidentiality	E	A/I
Good levels of numeracy and literacy with excellent attention to detail	E	A/I
Able to work to company policies and procedures	E	A/I
<b>Personal Qualities and Commitments</b>		
Pro-active, self-motivated and confident	E	I
A caring and empathetic approach to others	E	I
A solution focused problem solver	E	I
Trustworthy and discreet	E	I
Flexible and able to deal with changing priorities	E	I
Commitment to health & safety relating to self and others	E	A
Commitment to promoting equal opportunities and working in line with data protection procedures	E	A
Commitment to continuing personal development and willing to undertake training where required	E	A
Able to commute between GCLM offices	E	A