

Role Profile

ROLE TITLE: Base Administrator

REPORTS TO: Centre Manager	Grade: 3
DIRECTORATE: Education	NO OF DIRECT REPORTS: None
DBS REQUIRED: Yes	LEVEL OF DBS: Enhanced & Barred
QUALIFICATIONS REQUIRED: English and Maths: Level 2 or above OR equivalent experience	

PRIMARY PURPOSE OF THE ROLE:

To provide front of house service for the Nacro Education and Skills Centres and to provide administrative support to ensure that all administrative procedures and processes are carried out in accordance with Nacro requirements.

KEY RESPONSIBILITIES:

- Ensure that all visitors, learners and callers both in person, over the phone or via email are dealt with in a polite, friendly and efficient manner and any messages and requests for action are passed on to the appropriate staff promptly.
- Ensure the timely, accurate completion and submission of Learner programme paperwork and maintain these records to meet funding compliance requirements including management of bursary applications and funding.
- Check and enter data into the organisation's MI systems and retrieve data as necessary and undertake regular training on this, implementing new administrative ways of working where Nacro updates its procedures.
- Accurately maintain filing systems both hard copy and electronic, regularly updating, auditing and archiving files, ensuring information is secure and managed confidentially.
- Supporting the Centre Manager to distribute accurate information throughout the centre and to external parties.
- Assist in the preparation of accurate and timely financial claims to funders as appropriate.
- Ensure that all purchases of goods and services in the centre follows procedure including preparing and checking purchase orders and entering information promptly to central services. This includes managing cash which is approved to be held in the centre and managing stock control.
- Be responsible for the maintenance records and logs of the premises and equipment, referring any issues to the appropriate people within agreed times.

PROFESSIONAL & TECHNICAL EXPERTISE

- Support other staff and service users in their understanding and application of administrative systems and procedures.

- To have an in depth understanding of and the ability to follow systems, procedures and methods of in relation to relevant programmes and activities delivered at the Centre.
- Advanced level ICT skills in standard packages.
- Excellent organisational and planning skills and ability to deal with competing priorities and deadlines, working flexible with an outcome focussed mind set.
- Ability to learn new systems and procedures and effectively apply them.
- Use computerised systems to produce management reports and key MI.
- Liaise and proactively work with all Nacro colleagues and other Centres on administrative matters as required and to participate in national meetings, contributing to the ongoing development of efficient systems and procedures.

ORGANISATIONAL PERFORMANCE AND COMPLIANCE

- Participate in and support the required health & safety checks, taking any necessary remedial action.
- Actively contribute towards meeting team performance targets in respect of the service.
- Maintain up to date records via relevant and appropriate systems within specified timeframes and produce reports as required.
- Positively promote and represent Nacro at all times, building strong relationships with colleagues to work as part of an integrated team focused on meeting the needs of services users/learners.
- Adhere to and promote Nacro's Safeguarding and data policies and procedures at all times and comply with legislation and statutory duties and data controls protocols and ensure that you understand and deliver those responsibilities.
- Promote and carry out all responsibilities with full regard to Nacro's Equality and Diversity Policy.
- Promote and actively participate in ensuring learner voice is a central feature of education and skills directorate and Nacro.

I have read and understood this role profile:

.....
Employee Signature

.....
Date

.....
Employee Name

Line Manager/Head of Dept:	C. Kirk
HR Business Partner:	H. Isherwood
Date:	1 st June 2020
Profile review date:	16 th July 2020