



Job Title:	Senior Administrator
Reporting to:	Operations and Development Manager
Accountable for:	Administrator
Hours:	37 hours per week
Location:	Based in Sheffield
Salary:	£21,000-£24,000 pa

JOB PURPOSE

- Oversee and manage the smooth running of Ashiana systems and processes across teams.
- Develop, improve and maintain Ashiana Administration functions.
- Develop centralised databases to gather information to support the impact reporting and networking activities of Ashiana.
- Management and support of Administrator role.
- Assist and support project development as per contractual, funder and organisational requirements.
- Raising Ashiana profile in a variety of ways.

MAIN DUTIES AND RESPONSIBILITIES

- Provide day to day systems and process support to teams, ensuring the smooth running of project activities, implementing plans for improvement where required.
- Answer telephone queries and provide a supporting role for Ashiana groups, activities and drop-ins where required.
- Support and co-ordinate the safe office environment, co-ordinating new spaces and movement as necessary.
- Develop central resources to gather and store relevant information to support Ashiana's impact measurement and reporting activities including case studies, pictures, statements and feedback and store and regularly report back to CEO and Senior Management Team.
- Coordinate and support Ashiana teams with events planning, profile raising and marketing activities.
- Leading the development of impact and other reporting activities in a variety of ways including reports and presentations.
- Oversee, coordinate and maintain the development of Ashiana's internal database.
- Coordinate distribution of promotional material
- Develop and maintain Ashiana Website and Social Media activity with the support and approval of SMT
- Develop a central network resource and mailing list, sending out regular communications as determined by ODM.

- To undertake other duties, assigned by the senior staff, which reasonably fall within the scope of the post.
- Be prepared to cover any tasks in Business Support Team absence reasonably suited to the role.

Other Requirements

- To promote and comply with Ashiana’s policies on diversity and to ensure confidentiality of all information both in the delivery of services and in the treatment of others.
- To attend supervision sessions, team meetings and appraisal meetings as appropriate.
- To work in accordance with the Organisations Health and Safety Policy and associated procedures
- To undertake any other duties appropriate to the grade and purpose of the job which may be determined by an agreement with the post holder and management.

Knowledge, Training & Experience Required (Person Specification)

FACTOR	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS	Relevant IT / Administration based qualifications A Level / Diploma / Degree Level Education	
KNOWLEDGE	Knowledge of database management and office systems A knowledge of wordpress or similar website software or a willingness to learn. A working knowledge of social media functions in business An understanding and sensitivity of the complex issues of violence against women and girls.	Knowledge of local and national networks in line with Ashiana priorities

<p style="text-align: center;">EXPERIENCE</p>	<p>Minimum of 3 years experience working in a senior administration role</p> <p>Experience of working in charity/social enterprise/third sector</p> <p>Previous involvement in establishing and improving computerised data entry and monitoring systems.</p> <p>Implementing new systems of working in a fast changing environment.</p> <p>Reporting data in a clear, concise way</p>	<p>Events planning and reporting</p> <p>Supervision of administration staff and volunteers</p> <p>Experience of developing professional partnerships and networks</p>
<p style="text-align: center;">SKILLS / ABILITY</p>	<p>Strong IT, administrative and organisational skills</p> <p>Ability to organise logistics for setting up meetings, events, conferences and workshops</p> <p>High level ability using Microsoft Office programmes including Word, Excel, Access and PowerPoint.</p> <p>A good level of English spelling and grammar, numeracy and an attention to detail and a high level of accuracy.</p> <p>Excellent written and verbal communication and interpersonal skills</p> <p>The ability to work as part of a diverse and culturally complex team and provide efficient and professional administrative support to other team members.</p> <p>The ability to prioritise own workloads and effectively manage a number of tasks at any given time.</p> <p>The personality and temperament to deliver in a high pressured environment.</p> <p>The ability to work with initiative and with limited supervision.</p> <p>Prepared to undertake continued professional development.</p>	<p>The ability to speak a community language.</p>