



# REMEDİ JOB PROFILE - ADMINISTRATION SUPPORT - DIRECTORS TEAM

Remedi are one of the leading providers of restorative services in the UK. The charity was established in 1996 and now works across the criminal justice arena, education and local authorities. The senior directors team require a person to provide assistance with tasks associated with their roles.

The Directors are responsible for generating new contracts, mobilisation of new contracts and maintaining overall standards for existing pieces of work. In addition, the overall direction and culture of the organisation stems from this team.

We are looking for people who are passionate about helping people and want to work in a job where they can make a tangible difference to peoples lives. We envisage this role to be varied in tasks so require someone with a range of key skills and attributes, for example, organised, motivated and excellent communication and administration skills.

## PROFILE

To provide administrative support as instructed by the senior Remedi directors team.

The following will be required the following key elements within your role:

- Executive communication - Liaison with key partner agencies and commissioners on behalf of the directors.
- Handling executive requests and queries appropriately - being responsive to requests and communication from key partners and commissioners on behalf of the directors.
- Handling of corporate documents and proof reading - Funding bid submissions, new policies and procedures, memos, contract variation documents, performance reports, DPIA and SLA's.
- Providing high level executive summaries - We often receive updates to legislation and national guidance. In order to be able to provide a swift response to our staff and partners, we require someone with the ability to effectively summarise the content of these documents and extrapolate any key messages in line with our own organisation.

- Gathering and analysing data - Remedi captures all of our work via case management systems tracking a range of outputs and outcomes. We require someone to be able to interpret this data and present this back. This can be as part of a pro- forma reporting template and/or an ad hoc piece of work looking at latest trends in data. This will involve producing reports, presentations and briefs.
- Managing calendars and schedules where required including arranging meetings/ appointments and providing reminders.
- Making travel arrangements
- Sending and responding to emails
- Organising and minuting meetings accurately
- Arranging events

TO DO THIS YOU WILL NEED TO HAVE CERTAIN SKILLS AND QUALITIES:

**Communication** - As an administrator you will be expected to have excellent communication skills, which will involve listening and responding to what is being said so people will feel supported and valued. We don't envisage this role having an extensive amount of time spent with service users, but may require some direct contact from time to time. You will also need to remain professional at all times when communicating with Partner agencies, service users and colleagues both in person and online. There will be an expectation you promote and raise awareness of the service positively at all times.

**Flexibility** – You will be required to work flexible hours from Monday-Friday that meet the needs of the service.

**Motivation** – The work Remedi delivers across the country makes a massive difference to peoples lives for the better. We want you to be motivated in your role to be able to contribute to that good work. An ability to work on your own initiative and identify areas of administration which can be delivered and streamlined for a more effective service is essential. This is not your average

Administration role, it is very fast paced and demanding at times. There will be significant portions of the job where you are working on your own. We do our best to make everyone feel part of a team, but it is necessary to be able to be self motivated and organised when working from home without constant supervision.

IT Capable – it is essential that you are proficient in using:

- Email
- Electronic calendar
- Word
- Excel

Proficient in the use of Microsoft teams and ZOOM communications platforms.

You will be required to record, monitor and collate statistics and feedback gathered from service users on electronic IT systems. Accurate and up to date information is essential.

**Safe** - We want you to work safely in all aspects of your role. This will mean following our own internal and policies and procedures and will require you to consider safety in relation to the following aspects for yourself and others within the team:

- Safeguarding
- Lone Working
- General Data Protection Regulations
- Confidentiality

Team working – The administrator role will become a key facet of the directors team. There will be times where projects allow for work with individual teams across Remedi, understanding those teams will be crucial.

## **WHAT TO EXPECT**

The majority of the role can be undertaken from home. There will be an expectation that you attend in person events across Remedi - these could be in any other the areas we currently work in. We don't envisage this being a weekly attendance, more like once a quarter.

Expenses will be covered.

Internal and external training will be delivered. The expectation is that you engage in this training and implement it within your working practices.

DBS and vetting. This role will require a DBS check.

You will be line managed by the directors jointly, who you will meet individually at least once a month. Further support and guidance will be provided on a 'as and when' basis either via phone, email or face to face.

***Location – Mainly home working, will need to be located near one of our working areas - South Yorkshire, Derbyshire, Greater Manchester, West Midlands, Cheshire, Cumbria, Humberside.***

***Hours – 35hrs per week***

***Salary – £17,401 - £18,938 plus 6% pension contribution***