

Job Description

Job title:	RFW - Central Administrator		
Department:	Central		
Location:	Whitehouse Site		
Reports to:	Office & Purchasing Process Coordinator		
Salary Point*:	SP1 to 3	Hay points*:	120
Evaluated date*:	April 2023		
Hours / week:	Up to 37, according to business need		
Status:	Fixed Term		
DBS:	Basic		
Supervisory responsibilities	none		
Job Shares will be considered for this post	No		
This position requires travel around the county and the ability to work flexible hours.			N/A

**To be completed by HR after evaluation has taken place*

Overall Job Purpose:

A brief statement about the main objectives of the post

The scope of the role may differ depending on hours

Realise Futures operates as a hybrid company combining commercial trade with personal & government funded public services. Our aim is to create opportunities for people to succeed in work, learning and life through three company departments, Learning Coaching and Advice, Employment & Inclusion Support and RF Works. RF Works exists to provide products and wellbeing services alongside work placements, employment and training opportunities for those who are disadvantaged and/or disabled. Income is generated through the sale of products and services, including business to business and private customers, as well as local government and individual client purchase of the services available at each site.

This post is situated within Central, based at HQ, Whitehouse site.

Good organisational skills and attention to detail are key components of the role that's focused on providing day-to-day administrative support for the business. The post holder is required to fulfil a range of tasks that will include correspondence, filing and data input.

Proactive engagement and cooperation with colleagues at all levels as well as external customers/clients is essential to the success of the whole team.

Realise Futures CIC

Registered Office: Realise Futures, Lovetofts Drive, Ipswich, IP1 5NZ

01473 242500

info@realisefutures.org

www.realisefutures.org

Registered No 7828443 England and Wales

Main Duties and Responsibilities:

A brief description of the most important tasks of the post

Supporting, Advising & Guiding -including Cust Service

Act as first point of contact for Headquarters, delivering consistent, effective and timely support to colleagues, callers and external organisations. Where relevant, signpost queries to appropriate Department for resolution.

Job Specific Technical/Manual

Coordinate and oversee all data input for the RF Works Spot Purchase contract. Inputting weekly registers into the SCC portal within the agreed deadlines and liaising with SCC where required regarding the register data. Investigate invoice/placement payments, identifying errors and incorrect charges working with RF Finance team.

Carry out duties in reception at HQ as advised.

Providing holiday/sickness cover:

To purchase company-wide items and/or services that meet Realise Futures' environmental values and achieve best value for money.

Assist the finance department by processing credit card transactions, reconciliation processes and complete monthly internal journal spreadsheets.

Following agreed processes, raise purchase and sales orders and receipt in delivery notes.

Administrating & ICT

Record compliments, comments and complaints centrally for all departments.

Provide administration support for the Supported Business Coordinator for DWP TESS claims, collating and data input into spreadsheets for Access to Work claims.

Provide administration support to the Supported Employment Coordinator with the Work Experience database.

Manage the Info inbox for RF alongside the Office & Purchasing Process Manager.

Realise Futures CIC

Registered Office: Realise Futures, Lovetofts Drive, Ipswich, IP1 5NZ

01473 242500

info@realisefutures.org

www.realisefutures.org

Registered No 7828443 England and Wales

1. Know-How: <i>Know-how is defined as the sum of every kind of knowledge, skill, and experience required for standard acceptable performance in a role. Forward planning is concerned with the complexity of the planning required in the role, the time span that planning has to take place over i.e. how far does the job holder have to plan ahead and the scope of the planning, i.e. one department, a division or across the whole company. Communication is concerned with whether or not the job holder has to merely communicate with or influence others and the levels to which the role requires them to do so.</i>	The skills, expertise, and training required for the job are:- • Demonstrable ability to adhere to established guidelines and legislation • Evidence of successful time management to plan and organise own workload, taking responsibility for the delivery of tasks and follow through to completion • Knowledge of Microsoft packages e.g. Word, Excel, Outlook etc. and the capability to enter data, set up and search for information on a database • Good attention to detail which can be successfully demonstrated in the ability to proof read documents and identify (and correct) data discrepancies • Knowledge of confidentiality and awareness of data protection requirements in the workplace Specific qualifications or training essential to the job are:- • Good level of general education with a Level 2 in English and Mathematics • NVQ level 2 in business administration or equivalent qualification OR proven established experience in a work environment in administration/data entry The amount of forward planning required in the job is:- Low • Ability to schedule own workload, allowing for colleagues' priorities to supersede, predict peaks, manage extended tasks within agreed parameters, over short to medium timeframes. The type of communication and interaction needed in the job is
--	---

	- Professional telephone manner and ability to communicate with people at all levels face-to-face and via email including with external customers. - A positive, flexible and cooperative attitude to working both in a customer-facing role and within a team environment - Good verbal and written skills; discretion when dealing with confidential information is also very important. - Confidence and emotional resilience required to deal with time-intensive and challenging situations
--	---

2. Problem-Solving: <i>Problem solving is concerned with the levels of autonomous thinking required in the role for analysing, creating, reasoning and arriving at conclusions. Consider the job holder's freedom to think and the amount of guidance available and the level to which constraints exist as to how problems may be resolved, i.e. levels of supervision / direction and processes or procedures that dictate the way in which a task is to be performed. Also consider the scope of the thinking required in the role, i.e. is there a clear right or wrong answer or is an element of judgement required.</i>	The level of analysis, evaluation and problem solving required in the job are:- - Reactive support to day-to-day issues that will usually be guided by established processes/protocols - Ability to plan and implement weekly workload, as directed by management - Understand and consistently apply confidentiality and data protection requirements in the workplace. The level of creativity and/or original thought to resolve issues is:- Medium - Whilst core activities will be directed by management, the post holder will have opportunities to actively contribute to the continuous improvement of service delivery and is the lead for SPOT queries with SCC
---	--

3. Accountability: <i>The freedom to take decisions is influenced by the presence or absence of constraints such as managers, processes and procedures and guidance. The nature of impact is concerned with the extent to which the role directly impacts on end results whilst the magnitude of impact considers how</i>	The amount of freedom to take decisions in the job is:- Low. - Most decisions will be guided/directed although it is recognised that initiative will need to be employed when dealing with some aspects of the role. Nature of impact:- - Accurate recording and safe storage of information is an essential element of this role. Magnitude of impact:-
--	---

<i>much of the organisation is affected by the job holder's accomplishment of the job's basic purpose.</i>	• Some of the administrative undertaken at Whitehouse contains sensitive information. Whilst there is an impact on the ongoing commercial success and brand reputation of the business, should the post holder not carry out own work efficiently it is mitigated through detailed guidelines and under the direction of management.
---	--

These duties and responsibilities are indicative and not exhaustive. We may make adjustments from time to time to reflect the changing needs of the organisation. We may require you to carry out reasonable alternatives within the character of your post. We expect you to adopt a flexible approach to your role but will consult you about significant changes.

B 1 2 (87)

B 2 (14)

B 0 B (19)

120 total points

Realise Futures CIC

Registered Office: Realise Futures, Lovetofts Drive, Ipswich, IP1 5NZ

01473 242500

info@realisefutures.org

www.realisefutures.org

Registered No 7828443 England and Wales