**Operations Administration Manager**

**Reports to:** Director of Operations

**Location:** Kisharon Adult Services sites

**Responsible for:** No line management responsibilities

Kisharon is a charity that offers a broad range of education and support for children and adults with learning disabilities.

*Our vision – is that people with learning difficulties will live in a world where they have the same opportunities as their mainstream peers.*

*Our mission – is to support each unique person so they can progress, achieve independence, enjoy life and be included in the communities in which we live, through meaningful vocation and a fulfilling social life.*

Main purpose of role

To provide an efficient and effective administrative management function across operational services that supports the Director of Operations, managers and teams to deliver an outstanding service, fulfilling the aims of Kisharon.

Main Responsibilities

* Set up and maintain efficient administrative systems including manual and computerised information retrieval systems, and coordinate IT system developments.
* Maintain record-keeping systems for recording and monitoring service processes and provide regular summary reports to Managers and Team Leaders to ensure that relevant updates and reviews take place in a timely fashion.
* Coordinate training and recruitment needs in conjunction with the HR department. Maintain training records including use of specialised databases.
* Support and coordinate financial management across adult services by working closely with the finance team.
* Co-ordinate arrangements for committees and meetings, including supporting diary management for Director and managers, liaising with managers and team leaders, booking rooms and ensuring resources are prepared in advance.
* Develop a detailed understanding of all services, building strong relationships with employees at all levels and providing advice on policy and procedures as appropriate
* Produce effective meeting minutes and other documents to a high standard
* Oversight of the use of administrative resources; general administration and associated duties

**Teamwork**

* Apply knowledge and feedback from others to contribute to service improvement
* Attend and participate in meetings as required to support the needs of the service including taking a lead role as ‘champion’ for a service process, system or development area in agreement with the line manager

General Responsibilities

* Maintain high professional standards of attendance, punctuality, appearance and conduct
* Develop positive, collaborative relationships and communication with the people we support, parents, colleagues, agencies, professionals and all stakeholders.
* Comply and assist with the development and implementation of policies and procedures relating to all safeguarding processes, including but not exclusively: health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
* Support the performance management process.
* Support diversity and ensure equal opportunities for all.
* Contribute to the overall ethos, work and aims of the service.
* Participate in CPD and other learning activities as required.
* Ensure confidentiality is maintained at all times.

Operations Administration Manager (Adult Services) - Person Specification

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** | * Good standard of education, at least A level or equivalent, including GCSE or equivalent Maths and English
 | * First degree or equivalent
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| **Knowledge & Experience** | * Strong knowledge and demonstrable experience of office administration and procedures
* Experience producing highest quality letters and documentation
* Experience maintaining electronic and hard copy records
* Experience handling data and statistics
* Experience dealing with conflicting priorities and time management
 | * Previous work experience in social health care setting
* Knowledge of the main issues facing adults with learning disabilities
* Understanding of health and safety, or willing to attend training and learn
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|  **Skills & Abilities** | * Strong administration skills and organisational skills including competence in office procedures
* Ability to multi-task and prioritise workload, work under pressure and to deadline
* Strong IT skills including sound knowledge of Microsoft Office, applications and databases, internet searches, social media and ability to learn other applications
* Well developed interpersonal skills and ability to deal with colleagues and external professional contacts at all levels
* Excellent communication skills - written, face-to-face and telephone
* Good numeracy skills
* Ability to deal sensitively and appropriately with confidential information
 | * Able to represent Kisharon at networking opportunities or awareness raisers when requested
* Ability to interpret legislation and regulations
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| **Personal Qualities** | * Accuracy and strict attention to detail
* Dedication to work proactively, efficiently and methodically and finish the task to the highest standard
* Dynamic and adaptable - willingness to work flexibly in response to changing organisational requirements and to work flexibly, adopt a ‘hands on approach’ and respond to unplanned situations.
* Decisive and takes responsibility for own actions
* ‘Can-do’ positive attitude
* Commitment to, and understanding of, the principles of Equal Opportunities for all in employment and the delivery of services
* Use initiative and work independently and in a team
* Abide by strict confidentiality at all times
* Enthusiastic and self-motivated
* Respect and get on with wide range of people
* Able unequivocally to respect, support, promote and work within a Jewish Orthodox ethos.
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This job description is not a comprehensive definition of the post and duties may be varied to meet the changing needs of the services. It may be reviewed at intervals and subject to modification at any time after consultation with the post holder.

**KISHARON IS COMMITTED TO SAFEGUARDING THE WELFARE OF CHILDREN AND VULNERABLE ADULTS AND EXPECTS ALL STAFF TO SHARE THIS COMMITMENT**

**This job description has been received and agreed by:**

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**