



Engage and Inspire Administrator

Full Time 37.5 hrs/wk (Fixed term contract 30 months)

Initial Salary £16,532-£18,903. Depending on experience, with annual review.

The Haven:

The Haven is an award winning charity which aims to improve the quality of life of people affected by cancer and a range of life limiting conditions. Information and support is provided, to clients and their families, by a multidisciplinary team of nurses, therapists and volunteers. Our aim is to support our clients to understand all aspects of their illness, treatment and care; to improve their emotional wellbeing and ability to manage stress and to sustain carers in their caring role. The Haven has been recognised nationally through attainment of the King's Fund/GSK IMPACT Award and the Queen's Award for Voluntary Service.

The Haven is now developing a 3 year business plan (2018 – 2021) to enable sustainable development of The Haven's community based supportive and palliative care services across North and South Lanarkshire. The Engage and Inspire Project is a community engagement and communications project and will take both a strategic and hands on approach to developing relationships with community stakeholders in order to meet this objective. The Engage and Inspire Administrator post holder will work under the direction of the Engage and Inspire Community Engagement Co-ordinator to develop and deliver administrative systems and ensure efficient and effective record keeping, reporting, monitoring and evaluation of The Engage and Inspire Project. The Engage and Inspire Administrator will be a key point of contact for project staff, clients and families and be an essential link to partner organisations and wider stakeholders within health and social care organisations. It is essential that the post holder is highly proficient in MS Office packages and, in particular, is experienced and effective in establishing, developing and utilising Access and Excel databases. Excellent verbal and written communication skills are also essential, as is the ability to work autonomously and to use own initiative to independently resolve day to day challenges.

Role Specification:

Accountable to The Service Development Co-ordinator, the post holder will work closely with the Engage and Inspire Community Engagement Co-ordinator and will have experience in developing and delivering comprehensive administrative support, contributing to the overall management of the Engage and Inspire project through developing and maintaining effective systems and processes (record keeping, monitoring and evaluation data, status reports) and administrative support (database development, word processing, telephone enquiry support, meeting organisation, minute taking).

The key aspect of the role will be to provide administrative support to promote The Haven's work and the Engage and Inspire Project.

Key Duties and Responsibilities:

- Work within agreed policies and protocols of Engage and Inspire Project
- Work with the Engage and Inspire Community Engagement Co-ordinator to ensure effective service development and project management of project within agreed financial resources.
- Create and maintain databases
- Contribute to the development, production and distribution of leaflets and materials to support community engagement, communication and income generation activities
- Be the key contact for telephone, written and e:mail referrals and inquiries
- Organise community engagement and consultation events
- Organise, attend and minute meetings such as, steering group meetings, learn and share events and training sessions for project personnel.
- Work with the Engage and Inspire Community Engagement Co-ordinator to develop policies, procedures and referral pathways to ensure safe, efficient and effective service delivery
- Liaise with and provide information to health and social care professionals, statutory and voluntary sector organisations as required
- Participate in the development and implementation of administrative systems which ensure adequate project records are maintained and that all relevant information is documented
- Participate in development, dissemination, collation of monitoring and evaluation materials
- Maintain accurate, statistical records of all interventions and activity, for the purpose of internal and external audit and potential research and assist in the evaluation and interpretation of data
- Ensure that adequate systems and processes are developed and maintained to record and monitor all financial transactions pertaining to the Engage and Inspire project
- Contribute to the production of reports on a regular basis to the Engage and Inspire Community Engagement Co-ordinator and Project Board to monitor progress and demonstrate the effectiveness of the service
- Participate in the development of presentations to key stakeholders in order to promote and report on service developments and progression
- Develop good working relationship with all personnel within all partner organisations
- Maintain effective communication with Engage and Inspire Community Engagement Co-ordinator, clients, carers, professionals, volunteers, Haven Management, partner organisations and Project Board, to ensure seamless service delivery
- Maintain a Personal Development Plan, which ensures updating of skills and knowledge in accordance with organisational requirements and be accountable for his/her actions

Person specification:

- An experienced administrator who is multi-channelled with a good understanding of project work for a Charitable Organisation
- Educated to Standard Grade or equivalent experience
- Highly skilled in administrative systems and processes
- Highly proficient in Microsoft Packages including Access
- Excellent Organisational Skills
- Knowledge about audit, monitoring and evaluation systems and processes
- Excellent communication skills
- Excellent copywriting skills and IT skills
- Ability to work quickly and to deadlines when required
- Ability to contribute to bid writing and grant applications
- Ability to deliver communications activities within budget levels
- Strong planning and organisational skills
- A natural environment scanner
- Understanding of different sectors – public, private and voluntary
- Able to build effective working relationships with all stakeholders – staff, volunteers, corporate and community partners and donors – a good listener
- Understanding of and alignment with The Haven ethos and culture
- Full driving licence and access to own car (if required to liaise with project partner organisations)

Location: The post will be based at The Haven centre in Forth but the post holder may be required to travel across Clydesdale, South Lanarkshire and North Lanarkshire LEADER areas to meet the needs of the role and the organisation. Car driver/own car desirable.

Hours: Working hours are 37.5 per week – flexibility in hours worked may be required to meet the needs of the role. Overtime is not payable.

Line Manager: The post-holder will report directly to The Community Engagement Co-ordinator and will be expected to work collaboratively and effectively with all Haven personnel.

General: In the interests of both personal safety and that of others the post holder is expected to follow The Haven Health & Safety policy and procedures. The Haven operates a no smoking policy to which the post holder will be expected to adhere when on The Haven business.

Applications: Please submit a skills based CV and supporting letter to:

Louise Gardner (Service Development Co-ordinator), The Haven, 36 Manse Rd, Forth ML11 8AJ

or by e:mail to forth@thehavencentre.com

Closing date: 12 noon Friday 9nd March 2018

