

Ahead Partnership

Administrator Job Description

Who we are

Ahead Partnership creates flagship careers and skills programmes with employers that help young people to find a successful future in key sectors of the economy.

Since 2004 we have been partnering with leading employers across the UK to help them maximise their social impact and be a force for good within their communities.

We are passionate about the role that employers can play in enabling young people to achieve their full potential, regardless of background. Our work focuses on improving social mobility, removing barriers and supporting greater diversity and inclusivity within the future workplace.

About our team

We are a team in every sense and many people comment, when joining, that they've never worked in such a supportive environment. We pull together, helping and coaching each other because we moved away from formal hierarchy and traditional line management some time ago. Within our flat structure everybody's voice matters and each member of our committed team is individually empowered to be an agent of positive change.

The nature of our work is always changing, and we all thrive on this. There's never a dull day at Ahead Partnership and every member of our team is responsive and flexible, eager to develop new skills, experience and ideas.

About the job role

The Administration team is the engine room in our organisation and our administrator roles are critical to our success. The entire team relies heavily on the Admin team and it is essential that the function works well, is responsive and efficient.

As an Administrator you will work across the organisation to support with key administrative tasks to ensure the smooth running of the business. You will have access to coaching and will work with many colleagues across our whole business.

Ahead Partnership values and culture

We are a team of committed and passionate individuals who live our values and take personal responsibility for protecting the culture that we have built together. Anyone who joins us will share our values which are:

- **Change:** We inspire change and embrace challenges in the way we develop and deliver our ideas. We learn from experience and foster an environment where new ideas are celebrated and encouraged
- **Passion:** We are passionate and positive about all our work. We take pride in what we do, responsibility for what we achieve and are always proactive in our approach
- **Individuality:** We recognise individual strengths and support everyone we work with. We celebrate differences and show kindness in all situations.
- **Partnership:** We succeed as one team. We are collaborative and respectful to create a culture of trust, where sharing and learning is easy and people can thrive.

Housekeeping

- Working hours – a standard full-time week is 37.5 hours, with flexible start and finish times.
- The role is based in our Leeds Head Office.
- Infrequent occasional unsociable hours and travel may be required.
- A DBS check will be required for this role
- Flexible working, part-time working, and other arrangements happily considered.
- We may well require some flexibility with your working hours, based on our programmes. We will always provide sufficient notice, to enable you to ensure your availability.

The key responsibilities of the role will include:

Delivery Support

- Providing support and assistance in the administration of projects
- Communicating and liaising with businesses, schools, community, and public sector partners
- Creating one-page summaries, resources, paperwork, and briefing packs of project information
- Editing and uploading digital/recorded resources and maintaining register of usage.
- Ordering equipment or resources needed for events
- Manage process for storing and sharing photographs taken at events
- Booking hotels and transport for members of the team where required
- Supporting team members prepare for events – including packing resources and preparing paperwork
- On occasion, supporting with adaptation of written materials for events
- On occasion, being a support member of staff at Ahead Partnership's events

Reporting

- Working with other team members to create accurate reports for clients.
- Formatting reports, proposals and presentations in Canva and PowerPoint

Managing the feedback process

- Preparing and collecting feedback on activities from different types of participants to include:
 - Maintaining a register of feedback and reviewing for completeness
 - Creation of new feedback forms in survey software (Snap Survey)
 - Consolidation of hard copy feedback
 - Data input of the results of the feedback into the database
 - Populating electronic feedback systems and consolidating results to product feedback summaries for events
- Provide support, extract data, and complete development work on Snap Survey System

IT and Systems Support – including CRM, Scoro and SharePoint Systems

- Provide support across our IT systems and software, liaising with external IT provider as required
- Support creating and keeping up to date records on our systems
- Producing reports and data
- Ensuring all data input is entered accurately and within timescale

General Team and Office support

- Answering the phone; taking messages, transferring calls and supplying information as appropriate
- Supporting with booking meetings and training for team and booking the team's attendance at external events.
- Supporting with ensuring a tidy and safe office environment, including supporting the Operations Manager with Health and Safety compliance
- General support to ensure smooth running of the office – e.g. managing the mail, etc.
- Handling petty cash and keeping basic financial records
- Supporting with the recruitment process, and onboarding and induction for new staff
- Supporting on data protection management, helping to ensure compliance with legislation and company policy.
- Support with policy reviews

Other

- Provide cover for other administrative posts within the organisation as required
- Be involved in internal projects linked to continuous improvement and ongoing projects to contribute to the overall success of Ahead Partnership. Examples of these projects include data management, CRM improvement, process improvements, etc.
- Any other tasks as requested and commensurate with the post

About you

We are looking for people who have a flexible, keen, can-do attitude. We can train you in the technical elements of the role, but it is often harder to train the right attitude. You will share our passion about our vision and mission and will be keen to play your part in ensuring our ongoing success.

We are looking for the following experience and skills:

Experience

Administrative tasks - Experience of undertaking administrative tasks in any capacity. This could be in any environment and may include work experience, voluntary roles, or clubs, e.g. events organising, financial planning, etc.

IT systems – Experience of working on a computer and with Microsoft programmes in any setting. Ideally experience of using a database to manage data.

Skills

Highly Organised

- Have an organised, consistent and methodical approach and be a structured thinker
- Have excellent attention to detail
- Have strong time management skills, effectively prioritising your workload and handling multiple projects and tasks at once

Creative Problem Solver

- Take a proactive approach to solving problems and developing solutions
- Have a positive attitude to flexibility and embracing change
- Bright with initiative, always looking for solutions and ways to resolve challenges

IT skills

- Have strong Microsoft Office skills
- Comfortable using databases such as MS CRM
- Quick and accurate data entry skills
- Be comfortable with computers and IT systems
- Comfortable using social media platforms as a business communication channel
- You will be a quick learner and be able to pick up new systems (and admin processes) easily

Team Player

- Be a positive team player who can work both in a team, and independently
- Take part in coaching with other members of the team and learn from each other

Confident and Effective Communicator

- Strong, proactive and responsive communicator and able to adapt your communication style
- Always proactive and clear with colleagues on status of admin requests e.g. progress, seeking clarification, potential delays, competing priorities etc.
- Excellent, professional manner - e.g. on the phone, on teams calls, in meetings etc.
- Have a careful and professional approach to all kinds of written or verbal communication
- Good grasp of written (spelling and grammar) and spoken English

Self-driven, calm and resilient

- Be comfortable working in a flat structure – with no line manager
- Able to self-manage workload and competing priorities from multiple colleagues simultaneously – ability to multi-task is key
- Work under pressure without losing your cool
- Take responsibility for your own professional development and drive this forward

Education

GCSEs (or equivalent) – Maths and English