

ROLE DESCRIPTION & PERSON SPECIFICATION

ROLE TITLE: Administration Assistant

ROLE PURPOSE:

- To support the effective day-to-day administration of Family Voice Norfolk in line with the steering group strategy.
- To ensure inclusion and diversity in all aspects of Family Voice Norfolk work.

ROLE RESPONSIBILITIES

General and Strategic

- Assist in the development and implementation of the strategic priorities of the Steering Group.
- Support internal services to ensure that all systems and processes are robust and support continuous improvement.
- Assist with the effective administration and financial systems are in place.
- Assist with the effective day-to-day management of Family Voice Representatives, in close liaison with the Steering Group Reps Lead.
- Assist with the effective day-to-day management of Family Voice Ambassadors, in close liaison with the Steering Group's Ambassadors Lead.
- Attend and minute Ambassador, Representative, Steering Group and Liaison meetings.

Network and Partnership Development

- Assist with the effective internal systems, planning and processes to support effective engagement with parents and practitioners.
- Co-ordinate and book a regular and advanced programme of meetings for Ambassadors, Representatives, Steering Group and Liaison meetings with Norfolk County Council and Health.
- Develop links with appropriate networks and organisations.
- Coordinate the review and update of protocols, procedures and policies.
- Maintain and update the Social Media presence of Family Voice Norfolk, in close liaison with the Communication Lead.

Other

- Meet the specific information requirements of funders as necessary.
- Assist Steering Group Leads with administration and coordination tasks as required.
- Organise AGM.
- Arrange any necessary training etc.
- Produce, order and manage stock of brochures and promotional material.
- Undertake any duties, consistent with the position and salary grade that might reasonably be required by the Steering Group under the terms of this job description.

THIS POSITION WILL REQUIRE;

Essential

- Ability to empathise and understand the issues facing families of children with disabilities.
- Commitment to development work that empowers parents and families.
- Excellent communication skills.
- Excellent organisational skills.
- Good ICT skills, especially with Microsoft Office products.
- Ability to work as part of a team.
- The ability to meet deadlines and deal with multiple priorities.
- Willingness to travel across Norfolk.
- A strong commitment and understanding of equal opportunities and diversity issues.
- Full valid driving licence and own transport.

Desirable

- Experience of developing and implementing internal processes and systems.
- Experience of consulting with and reporting to a wide range of stakeholders.
- Experience of working within the Voluntary and Community Sector (VCS).
- Experience of partnership working between VCS and statutory agencies.
- Experience of developing and implementing an organisational development strategy.
- An understanding of risk management and quality assurance principles and processes.