

ROLE DESCRIPTION AND PERSON SPECIFICATION

ROLE TITLE: Administration Manager

Family Voice Norfolk is the parent carer forum for Norfolk. We are a group of parents and carers of children and young people with special educational needs/and or disabilities (SEND) in Norfolk. Our aim is to improve services for our children and young people (0–25) by ensuring that families' voices are heard by planners and decision-makers.

Through our membership of the National Network of Parent Carer Forums we are also able to ensure that the views of Norfolk families are heard by national government.

Further information about our work can be found on our website at www.familyvoice.org.uk

This is a new post, reflecting our increasing workload and the additional administration required now that we are a community interest company.

Responsible to: the Board.

Hours: 35 hours per week. The role will be carried out mainly in weekday office hours, but there may be occasional evening meetings and very occasional Saturday events.

Salary: £27,300 per annum (£15.00 per hour)

Annual leave: You will be entitled to 4 weeks paid leave per annum, plus public holidays.

Place of employment: The role will mainly involve working from home. Equipment, such as mobile phone and laptop, will be supplied. When meetings, such as Board meetings, cease being solely online, some travel within Norfolk will be required. A mileage allowance will be paid.

Role purpose:

- To ensure effective day-to-day administration of Family Voice Norfolk in line with priorities agreed by the Board.
- To oversee the work of 2 part-time staff and ensure adequate cover for absences
- To ensure compliance with Family Voice Norfolk's policies and review and update them as necessary.
- To report regularly to the Board about administrative issues and achievements.

Role responsibilities:**General and strategic**

- To develop and implement the strategic priorities of the Board.
- To manage internal services to ensure that all systems and processes are robust and support continuous improvement.
- To ensure effective administration systems are in place.
- To manage
- To attend and take minutes at Ambassador, Representative and Board meetings and other meetings as required.
- To implement and promote the Equality and Diversity Policy.
- To provide administrative and secretarial support for the Board.

Network and partnership development

- To develop internal systems, planning and processes to support effective engagement with parents and practitioners.
- To co-ordinate and book a regular programme of meetings for Ambassadors, Representatives, Board and other meetings as directed by the Board.
- To develop links with appropriate networks and organisations.
- To maintain contact databases (excluding membership database).
- To co-ordinate the review and update of protocols, procedures and policies.
- To maintain and update the Family Voice Norfolk website, in close liaison with the Social Media Administrator and Communications Lead.

Managing staff

- To assist the Board in recruiting, selecting, and training employees.
- To communicate job expectations and plan, monitor and appraise job results.
- To be employees' first contact for questions about their work, systems and concerns.
- To advise the Board on necessary actions to ensure employees' wellbeing.
- To ensure that employees follow safe and legal procedures and uphold Family Voice Norfolk's policies.
- To check timesheets, process PAYE deductions and send payroll information to HM Revenue and Customs.
- To process holiday, sick, maternity and paternity leave payments.

- To process electronic employee and HMRC payments.
- To distribute payslips and documents such as P45, P60 and P11d forms.

Other

- To manage online and paper filing systems.
- To assist the Treasurer to meet the specific information and monitoring requirements of funders as necessary.
- To co-ordinate payment of invoices and claims.
- To raise invoices on behalf of Family Voice as necessary.
- To organise the AGM with direction from the Board.
- To organise Family Voice events, including information sharing and gathering sessions with parent carers throughout Norfolk (online or in person) with direction from the Board, in particular the Representative and Ambassador Leads.
- To organise other meetings as required.
- To organise online surveys, analyse data and produce reports with the guidance of the Board, in particular the Communications Lead.
- To arrange appropriate training as directed by the Board.
- To arrange the production and ordering of brochures and promotional material and the contents of Ambassadors' kits and to manage stock levels of these.
- To maintain an asset register.
- To undertake any duties consistent with the position that might reasonably be required by the Board under the terms of this role description.

This position will require:

Essential

- Ability to empathise with and understand the issues facing families of children and young people with special educational needs and/or disabilities (SEND).
- Commitment to the ideals and aims of Family Voice Norfolk.
- Excellent communication and facilitation skills.
- Excellent organisational skills.
- Excellent information and communications technology (ICT) skills, especially with Microsoft Office products, such as Word, Excel and Teams, and programs such as Zoom.
- Experience of developing and implementing internal processes and systems.
- Ability to work as part of a team as well as on own initiative.
- Ability to meet deadlines and deal with multiple priorities.
- Full, valid driving licence and own transport for travel across Norfolk as required. A mileage allowance will be paid.
- Commitment to and understanding of equal opportunities and diversity issues.

Desirable

- A knowledge and understanding of SEND.
- Experience of consulting with and reporting to a wide range of stakeholders.
- Experience of developing and implementing an organisational strategy.

- An understanding of risk management and quality assurance principles and processes.