

JOB DESCRIPTION – Supra-Outreach Administrative Assistant (12-month Fixed-Term Contract)

Reporting to Supra-Outreach Coordinator

Location Twickenham, London

Salary £30,000 - £32,000 (Pro-rated)

Hours Part-time 22.5 hours per week, over three working days

ABOUT US

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For almost 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

PURPOSE OF JOB

You will provide a professional, efficient, accurate and confidential administration service for the Richmond and Wandsworth Supra-Outreach service operated by SPEAR. You will update and maintain quality administrative systems and procedures to support the work of the Coordinator. The role will include the maintenance of electronic client files; processing of client record management data and administering and recording the activities of the multi-disciplinary team engagement. The post will also be responsible for assisting in the organisation, recording, and follow-up, on the agreed actions, from Multi-disciplinary Team meetings.

DUTIES

You will be responsible for the effective overall administration of the Supra-Outreach Service (SOS) including the collection of client engagement and assessment information and support planning actions by various stakeholder agencies. Other duties include:

- To support the Supra-Outreach Coordinator with all administration & coordination activities, to ensure all recording processes are maintained efficiently and accurately.
- To be responsible for the management of the client database ensuring that same is kept fully up to date and client information is accurately input and updated where necessary.
- To ensure that electronic files are maintained in line with GDPR and internal protocols.
- To assist with other ad-hoc MDT tasks and projects where required by the Supra-Outreach Coordinator.
- To work alongside SPEAR's Data Manager to create, contribute to, and present reports required for KPI monitoring purposes to our funders
- To support the administration of SPEAR's regular engagement with multiple external statutory and voluntary sector agencies
- To work with the Co-ordinator to plan, administrate, and record all Supra-Outreach Team meetings.

General:

- Contribute to regular team meetings, away days and staff meetings.
- Maintain a safe and appropriate physical environment for staff and service users, in line with SPEAR's Health and Safety Policy.
- Liaise and work with all internal stakeholders to deliver an effective service across Richmond and Wandsworth boroughs.
- Undertake other duties as your line manager should require in keeping with the responsibility of the post.

PERSON SPECIFICATION

Essential skills, knowledge and experience

- Ability to maintain the highest standards of confidentiality, and ensuring the integrity of records and conduct.
- Strong administration skills and experience with the ability to work independently and under own initiative once given tasks.
- Demonstrates a positive, friendly, flexible, and capable manner, and can build relationships quickly.
- Has strong interpersonal, verbal, and written communication skills. Has excellent time management, organisational and computer skills including Word, Excel, and PowerPoint. Data manipulation and presentation an advantage.
- Flexibility to travel across SPEAR's sites in the Richmond & Wandsworth Boroughs.

Desirable skills, knowledge and experience

- Previous Homelessness experience ideal but not essential
- Knowledge of Salesforce/InForm CRM systems ideal but not essential

VALUES

Working Together

We work alongside service users, partners, staff and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges

Aspirational

We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone and encourage our staff and clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism

Respectful

We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views

Determined

We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.

Visionary

We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work

At SPEAR, we welcome and encourage applications from everyone, regardless of age, disability, gender, ethnicity, religion, and sexual orientation. We are facing diverse problems, so need diverse people to tackle them.