



Job Description

Job Title:	Operations Administrator
Primary Purpose of Job:	To provide project administrative support to Mentoring Plus including an emphasis on HR to aid the smooth delivery of our service
Responsible to:	Head of Business & Operations
Liaising with:	Team members, referrers, mentors, suppliers, building users, general enquiries etc
Terms	19-25 hours per week permanent PAYE Weekly working pattern flexible, mostly office based in Bath with scope for some home-based working From £12 per hour, FTE £23,400 depending upon experience

Main Duties:

Specific to the post

Human Resources Administration

- Manage accurate, timely monthly communications with payroll supplier
- Maintain staff contracts and manage record keeping and queries regarding payroll, benefits, holiday queries and similar
- Ensure company-wide calendar of leave and related dates is maintained
- Support recruitment processes including advertising, responses, anonymisation, communications and secure data storage
- Implement onboarding processes including IT, security, phones and induction planning
- Ensure regular processes are completed and data stored (appraisals, job description updates, exit interviews etc)
- Maintain vetting checks, Single Central Record and related communications
- Book staff training, maintaining records, update reminders and certification
- Support HR data processing in line with policies

Project Administration

- Enter new referrals to the database for mentoring programmes, including uploading referral forms and ensuring accurate data is completed
- Work with referrers especially schools to supply vetting checks and relevant policies
- Maintain and distribute updated ID cards for staff and mentors
- Support 3 x yearly mentor training events with supplies, ID checks etc (usually held on Saturdays for which TOIL is taken)
- Support other administrative processes as required

Office Administration

- Develop, maintain and administer relationships and contracts with suppliers to maintain Riverside
- Implement and record regular Health & Safety checks e.g. PAT testing, fire equipment
- Support administration around regular and one-off building hires
- Ensure shared areas are kept constantly clean, tidy, welcoming and free from obstructions
- Provide greeting and hospitality to visitors, ensuring supplies are in place to do so
- General office management: directing incoming calls, distributing mail, stationery, printers etc
- Co-support Finance Administrator and Head of Business & Operations with key tasks as required

General responsibilities

- To promote the values of Mentoring Plus at all times
- To understand and carry out the policies and procedures of Mentoring Plus as detailed in the Staff Handbook
- To maintain accurate records for safeguarding and monitoring systems purposes
- To attend any internal meetings and to represent Mentoring Plus at any external meetings as required by the Head of Business & Operations
- To work flexibly as agreed during week days, including occasional evenings/weekends (mentor training)
- To support and promote the wider work of Mentoring Plus as appropriate, including supporting fundraising activity at least once every year
- To undertake any other duties within the scope of the role.

Person Specification:

Experience and skills

Essential (E) or Desirable (D)

- At least 2 years' professional experience in office administration or equivalent (E)
- Skills and direct experience managing human resources processes (E)
- Relevant professional qualifications (D)
- Strong working knowledge of Excel and other MS Office applications (E)
- Confident numeracy and accurate use of databases or equivalent (E)
- Highest standards of accurate written English (E)
- Confident, person-centred communication skills (E)
- A calm and positive presence with a problem-solving outlook (E)
- Deadline-driven with proven commitment to personal accountability (E)
- Ability to work on own initiative and as part of a team as required (E)
- Some knowledge of the charity sector (D)
- Entitled to work permanently in the UK (E)
- Full clean driving licence, own vehicle and business driving insurance (expenses are paid for agreed business mileage) (D)

Mentoring Plus is committed to maximising inclusion irrespective of age, gender identity, sexuality, ethnicity, background, life experiences, disabilities, learning difficulties, lifestyle, beliefs etc, provided that individuals are able to meet the requirements of the role with appropriate support. We operate a strict equal opportunities policy for both adults and young people. Our central Bath premises have free parking and are wheelchair accessible.

Safer Recruitment procedures will be followed including an enhanced DBS check and employment references taken and verified.