



Support Pathways Service Administrator

JOB DESCRIPTION

Reporting to: Support Pathways Manager

Hours: 15 hours per week - hours to be agreed with manager

Salary: £8.54 per hour

Location: 171 Alcester Road, Moseley, Birmingham, B13 8JR

MAIN PURPOSE OF JOB:

To provide administrative support to Midland Mencap's Support Pathways Service.

MAIN DUTIES AND RESPONSIBILITIES:

- Develop and maintain filing systems both paper and computer based
- Administrative support including letter writing, dealing with correspondence, copying and telephone enquiries
- Perform various clerical functions and special projects as assigned
- Communicate with other agencies where appropriate
- Diary management
- Providing reception duties
- Sending out publications and mailings
- Other administrative duties as identified by the Operations Manager and Office Manager

Please note:

This position is based at 171 Alcester Road, Moseley, Birmingham, but it may be essential from time to time for the position holder to work at other Midland Mencap offices.

PERSON SPECIFICATION

Essential

Applicants must be able to demonstrate:

- Excellent telephone manner, with good English comprehension and the ability to *communicate*
- *Experience of office routine, and filing systems*
- *Experience of using Word, Excel and Outlook in an office environment*
- *An understanding of databases*
- *Ability to prioritise work load*
- *Work on own initiative*
- *Good organisational skills*
- *A flexible approach to work*
- *Ability to work with light supervision only*
- *Interest in working with children and young people with learning disabilities*
- *Commitment to equal opportunities, and the ability to implement the Equal Opportunities Policy*

Desirable

It will be desirable for applicants to demonstrate:

- *Experience of working with in the voluntary sector*
- *Education to GCSE standard (or equivalent) in English and Mathematics*