Administrator Job Description

Gateshead

37 Hours per week (Fixed term for a year with a view of extending contract funding permitting)

£19,240 per annum

2 Way Tenancy Solutions CIC Mission
2 Way Tenancy Solutions CIC was founded in 2014 as a community interest company to prevent homelessness, increase financial capability with a view to maintaining sustainable communities.

Job Role
Are you a highly organised, efficient, and proactive self-starter able to work on your own initiative? Looking for an exciting new challenge? If so, join 2 Way Tenancy Solutions CIC as an Administrator, where you will provide vital administrative support and contribute to ensuring compliance with systems and procedures, standards and performance targets relating to the administrative functions. About this exciting opportunity This key role will see our successful candidate undertake a broad range of essential office-based, meeting-setting and facilities monitoring tasks. This will involve managing, developing, and updating the Client Database, collecting, and collating data, and developing and maintaining effective and efficient administrative and office systems, including filing, and recording systems. You will also be expected to process all relevant internal and external correspondence and access emails regularly and distribute messages promptly, while offering general support to Peer Advisers, staff, and manager when necessary is also an important aspect of the role. What we are looking for: • Strong IT skills, including proven Word, Excel, PowerPoint, and Outlook experience • An excellent communicator, verbal and written, with impressive interpersonal skills • A self-starter who is organised and able to manage own workload • Strong attention to detail and a proven ability to produce accurate work • Impressive time-management, organisational and prioritisation skills • The ability to develop and maintain filing, database and recording systems • Sympathy with the aims and ethos of 2 Way Tenancy Solutions CIC as an organisation   2 Way Tenancy Solutions CIC will guarantee to interview all disabled applicants who meet the minimum criteria set out in the Job Description for the vacancy.

Job Responsibilities

- Ensure all delivery evidence is complete and compliant in line with contract & quality standards & that all records are accurate & handled in accordance with appropriate confidentiality & GDPR legislation & guidance.
- Keeping clear & up to date data collection records (paper and electronic) as an integral part of on-going delivery, ensuring all data is accurately recorded on the management information system & provide relevant reports when required.
- To keep up to date with changes in legislation and update policies and procedures when required, as well as cascading this knowledge to internal staff and client groups
- To be resilient when facing setbacks, unforeseen events, obstacles and failures and have coping strategies to manage pressures and stress.
- To meet deadlines, work under pressure and respond positively to changing priorities
- To demonstrate a positive, diverse and inclusive attitude to both internal and external customers and colleagues
- Able to promote the service & maintain professional relationships with partners
- Ensure compliance with funding requirements
- Always present a professional image of 2 Way Tenancy Solutions CIC.

Additional responsibilities

- A commitment to maintaining Continuous Professional Development
- Comply with the Health and Safety policy in all employment practices.
- Comply with the Equality, Diversity & Inclusion Policy and Procedure in all employment practices.
- Maintain a proactive approach to your role & responsibilities along with a commitment to contribute & maintain positive working ethos.
- Maintain a working knowledge of policies & regulations.
- Undertake any training and development deemed necessary for the pursuance of the post.
- Work in a way that contributes to the continuous improvement of 2 Way Tenancy Solutions CIC service.
- Any other duties commensurate with the level of the post.