

Knowledge Hub Administrator

Reporting to	Knowledge Hub Operations Manager
Start date	As soon as possible
Location	Bristol (with occasional travel across UK)
Hours	Part time 18.75 hours (0.5 FTE)
Salary	£17,000 - £18,500pa pro rata
Benefits	A generous package including 25 days holiday a year (pro rata), employee pension scheme with up to 4% employer contribution, childcare voucher scheme, cycle to work scheme
Contract	Fixed term until 31st March 2017

Purpose of role

To provide effective and efficient administrative support to the co-ordination and delivery of the Knowledge Hub programmes.

Responsibilities

- Work with the Knowledge Hub team to provide administrative support, as requested, for meetings, workshops, observation visits, training, events and conferences. This will include activities such as:
 - Arranging meetings/events, eg dates, venues, hotels and travel, catering, equipment and materials for meetings/events
 - Support with the preparation of materials including PowerPoint presentations and materials
 - Minuting meetings and circulating/chasing action points as required
- Administer the customer relationship management (CRM) system - cleansing and updating contact details and producing reports, as required.
- Carry out data checks on the SharePoint Knowledge Hub tracker and manage the information on SharePoint
- Administer the production of reports – proofreading, formatting and printing
- Administer accommodation and travel requests for the Knowledge Hub team
- Support the delivery of the annual Independent Domestic Violence Advisor (Idva) Count – proofreading and formatting letters, updating spreadsheets and amending contact details on the CRM
- General office support – answering the phone, filing etc
- Any other duties commensurate with the general level of the role as directed by the line manager or SafeLives

Person specification

Skills and experience

Skills – essential criteria

- Strong organisational skills
- Good communication skills, both written and verbal
- Intermediate to advanced skills in Microsoft 2010 – in particular Excel, Word and PowerPoint
- Attention to detail
- Numeracy skills
- Highly motivated, flexible and willing to help out as required
- Ability to work collaboratively in a team and autonomously when required
- Ability to give clear instructions and explain procedures
- Confidentiality and discretion are essential for this role

Experience – essential criteria

- Experience of working with customer relationship management systems
- Experience of working in a busy team environment

Experience – desirable criteria

- Experience of working with 'Cloud' technology

Competencies

Innovation and creativity

- Looks for ways to improve current practice.
- Tries out new ideas, working practices and technologies to improve own ways of working.

Teamwork and collaboration

- Understands the benefits of team work and contributes willingly.
- Works towards shared objectives.
- Shows flexibility and works with collective decisions.

Communication and relationship management

- Communicates professionally internally and externally, both written and verbal
- Uses SafeLives branding guidelines
- Maintains confidentiality

Self-management

- Takes responsibility for own workload.
- Flexible approach when dealing with colleagues and external stakeholders.
- Adopts a positive attitude to changing circumstances

Goal orientation

- Demonstrates an understanding of how their own role contributes to achieving SafeLives' own goals.
- Is responsive to change which helps achieve goals.
- Pursues tasks/goals with energy, drive and need for completion