

Aspire-igen is committed to helping individuals, organisations and communities succeed through learning and work. We have a strong track record of successfully delivering government funded initiatives and contracts including ESF contracts and Study Programmes. We are a major provider of advice and support services to young people and adults in the Yorkshire and Humber area.

Reception/Data Administrator

£18,000 per annum – 5 days per week (full time ie 37 hours per week)

Permanent contract subject to funding

Based in York

An opportunity has arisen for a Receptionist/Data Administrator to join the Company on a permanent contract basis, working from our busy and dynamic Opportunity Centre. Your base will remain flexible, but you will be primarily based in York. You will play a major part in the smooth running of the office

You will have achieved at least a Level 2 Information Technology (or equivalent) qualification with experience of understanding reception work, databases and the analysis of data for a range of contracts which include ESIF funding.

You must be able to welcome customers confidently into the centre whilst have the ability to organise your own workload effectively and work to tight deadlines. You will be responsible for organising data from a number of sources and maintain records to meet the demands of external inspection and audit regimes.

You will provide administrative support for projects eg Action Towards Inclusion together with support as required for senior managers.

You will organise room bookings/process invoices for room hire and service the rooms as and when required.

The successful candidate will be required to work alongside the all internal and external partners using the premises. Excellent communication and ICT skills are essential for this role. Candidates must be willing to travel to all venues as required.

Application process:

To apply, please download an application form from <https://aspire-igen.com/aspire-igen/work-us> and e-mail to jane.elsworth-barker@aspire-igen.com

A full job description and a complete list of our current vacancies are available on our website <https://aspire-igen.com/aspire-igen/work-us>

Closing Date: Monday 10th December 2018 at 9am

All positions are subject to the Rehabilitation of Offenders Act (Exemptions Order) 1975 and as such it will be necessary for a submission for an Enhanced Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions, cautions, warnings and reprimands

Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and post holders to share this commitment.

Aspire-igen is an equal opportunities employer. We wish to encourage the recruitment of staff from under-represented groups to apply for the advertised positions. Aspire-igen will seek to recruit the best candidate for the job based on

merit. The recruitment and selection process will ensure the identification of the person best suited to the job and Aspire-igen.

No Agencies Please

JOB DESCRIPTION

POST TITLE: Reception/Data Administrator

The following information is furnished to assist staff joining the Company to understand and appreciate the work content of their post and the role they are to play in the organisation. However the following points should be noted:

Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings therefore may have been used below, in which case all the usual associated routines are naturally included in the job description.

Staff should not refuse to undertake work which is not specified on this form but they should record any additional duties they are required to perform and these will be taken into account when salaries are reviewed.

PRIME OBJECTIVES OF THE POST:

- To provide professional and efficient reception services and administrative support
- Responsibility for data recording, data analysis, quality and compliance checks as appropriate for contracts being delivered

SUPERVISORY/MANAGERIAL RESPONSIBILITIES:

- No supervisory/managerial responsibilities
- Training others for reception/data administration duties when required

SUPERVISION AND GUIDANCE:

- Responsible to the Employment and Skills Manager
- Work expects an understanding of databases and analysis of data and information to undertake internal audits for the contracts
- The role requires excellent use of initiative and communication skills

RANGE OF DECISION TAKING:

- To cover the reception at the Opportunity Centre, Hull, as well as undertaking a number of audit/quality checks on a range of contracts
- Deciding priorities in own duties in order to complete designated tasks most efficiently and effectively.

RESPONSIBILITY FOR ASSETS, MATERIALS ETC:

- Consumable items and office equipment.
- Access to confidential reports and correspondence.

RANGE OF DUTIES:

1. To cover reception duties
 - To run an efficient and effective reception service to internal and external customers including adhering to centre security, issuing ID badges, visitor signing, including housekeeping
 - Professionally answer the telephone and make appointments, clerical and data administration as necessary
 - Keep petty cash records and accurate claims
 - To ensure smooth room booking coordination/invoices etc
 - To monitor and administer the local Facebook page/s
 - Provide basic IT support to customers using public access computers – this would only be required if specific contracts were being run from the building
 - To support with the management of relevant databases as per contracts delivered
 - Completing required documentation, data inputting, reports and statistical returns to agreed standards and deadlines.
 - Scanning and uploading documents to database using Amazon.docs
 - Complete monthly audit checks in line with contract requirements
 - To maintain records to meet the demands of external inspection and audit regimes. Feedback any errors or support them to be rectified
 - Maintaining detailed spreadsheets to track the customer journey including payments and updating customer records as necessary
 - Reconcile claims to ensure full claim has been made
 - Manage and facilitate financial claims and check payment schedules from funders for accuracy
 - Manage Data recording, monitoring reporting functions for the contracts
 - To train staff engaged with the relevant contract how to use/access the relevant data bases
 - Export information to Excel Spreadsheets.
 - Undertake data analysis and reporting as required
 - To input and extract information from databases
 - Good understanding of GDPR and its relation to working practices
 - Liaise closely with Head Office Finance/Data team
 - Liaise with the company premises manager/IT support regarding premises issues or equipment
2. To place stationery etc order as and when required
3. To provide clerical support to the Hull and Goole offices.
4. To ensure all customers, visitors, staff and contractors sign in and out of the building in accordance with H&S regulations.
5. Versatility and flexibility required to perform other related duties.

General

1. To undertake other duties consistent with the scope of the post and within the competence of the post holder as required.
2. All employees are obligated to manage their effective personal development as part of the Company's commitment to quality, staff training and development – this involves active commitment to and participation in the appraisal process, during which individual employee developmental needs will be highlighted.

3. Each individual must ensure that they meet their statutory responsibilities with regard to Health & Safety, Equality & Diversity in the workplace and other relevant employment legislation and Company rules.

PERSONNEL SPECIFICATION

POST TITLE: Receptionist/ Data Administrator

Aspire-igen is an equal opportunities employer and requires its employees to carry out its policies in terms of equal opportunity for employment and access to the Company's services. Job share applicants are welcome to apply for all full-time posts unless otherwise stated in the advertisement.

The following is a summary of the criteria we will use to shortlist and select applicants indicating where they are essential or desirable and how they will be identified:

Experience		
<i>Essential:</i>	Previous experience of using Microsoft packages e.g. excel, word, power point and databases	Application Form
	Reception/Administrative or customer service experience	Application/ Interview
	Experience of dealing with members of the public Experience of common problem solving with databases Experience of transferring data to Microsoft office applications eg Excel Experience of working with a number of databases Experience of audit checks to a strict criteria and schedule	Application/ Interview Application Form Excel Assessment at Interview Application Form Application Form
Qualifications		
<i>Essential:</i>	Recognised IT qualification at Level 2 or equivalent Good level of education or equivalent work experience	Certificates Application Form
Training		
<i>Essential:</i>	Demonstrate a commitment to ongoing learning and self development	Application/ Interview
Practical & Intellectual Skills		
<i>Essential:</i>	Able to organise own work effectively and possess good administration and IT skills Gather, interpret and use information Excellent communication skills To work to meet deadlines Self motivated, flexible and adaptable To work under pressure Ability to communicate with a wide range of organisations Ability to focus on tasks requiring a very high concentration and detail	Application/ Interview Application/ Interview Application/ Interview Application/ Interview Application/ Interview Application/ Interview Application/ Interview
Disposition & Attitude		
<i>Essential:</i>	Be empathetic, motivated, resilient and patient Confident in dealing with the public Reliable and able to complete tasks within agreed timescales Able to diffuse potentially difficult situations	Interview Interview Interview Interview
Personal Circumstances		
<i>Essential:</i>	Able to work flexibly Satisfactory enhanced DBS disclosure Satisfactory attendance record	Application/ Interview DBS Certificate References
Equal Opportunities & Diversity		
<i>Essential:</i>	An acceptance and commitment to the principles of the Company's Equal Opportunities policies and practices	Application/ Interview
	An understanding and acceptance of the importance of diversity in the workplace	Application/ Interview