

Job Description:

**Challengers Service Team Administrator**

**REPORTING TO:** Community Liaison Manager

**ACCOUNTABLE TO:** The CEO and Board of Trustees

**LIAISING WITH:** All Challengers Teams, parents/carers, statutory and voluntary organisations

**PURPOSE OF THE ROLE**

* To be responsible for Service Team Administration
* To support with Database Administration
* To act as a first point of contact for Challengers on the phone and online
* To support with Local Authority Contract Monitoring

**MAIN DUTIES AND RESPONSIBILITIES**

* To be part of and support the Service Team with effective systems to operate efficiently and professionally with the aim of providing a high-quality play and leisure service for disabled children and young people.
* Act as the ‘first point of contact’ for Challengers families both on the phone and online; help to register new parents, deal with queries and support families to make bookings.
* Assist in taking bookings, making cancellations and dealing with queries quickly and effectively.
* Supporting the Service Managers with scheme administration and to make sure administrative systems are effective and consistent. This will include:
* Maintaining, updating and managing data in Salesforce in relation to:
  + Schemes and services
  + Managing the booking window process
  + Creating dashboards and reports for the Service Team
  + Child and family records
  + Staff records relating to hours worked
* Ensure information needed for the payroll process is provided on a timely basis.
* Ensuring paper and electronic records relating to services, children and staff are correctly filed
* Report any concern about a child’s welfare or safety in accordance with Challengers Child Protection Policy and Procedure.
* Support the Service Managers to make sure key information is collated and received in a timely fashion and within agreed deadlines.
* Support the Head of Service in compiling information for internal and external monitoring and reporting.
* Local Authority Contract Monitoring –
  + Compiling reports to support with the completion of monthly/quarterly child information monitoring for all Local Authorities.
* Support Impact and Evaluation Officer with survey data input.

**General**

* Represent and promote Challengers strategy, vision, mission and approach to children, young people, families, staff and outside agencies/organisations.
* Any other duties as shall from time to time be required by the Chief Executive Officer.

**PERSON SPECIFICATION**

***Qualities, character, attitude and experience expected Challengers staff***To conduct yourself and represent the Charity in a manner which reflects all the values of *The Challengers Approach*.

* A clear understanding and commitment to The Challengers Approach and the Social Model of Disability.
* A commitment to Equal Opportunities and the development of inclusion and diversity at Challengers schemes and in the workplace.
* Good experience in administration and using Microsoft Office Software and Salesforce or similar CRM software.
* Strong and proven organisational skills and a proven record for accuracy in maintaining records and paperwork.
* Ability to develop and work independently as well as within a team.
* The ability to prioritise tasks, and apply common sense and good judgement.
* Good organisational skills combined with an ability to prioritise and manage own workload with good time management skills.
* An ability to sustain professional relationships and communicate with a range of people – including other professionals, community groups, disabled children and their families/carers in a professional and effective manner.
* Good communication skills both written and verbal in person and over the phone.
* An understanding of data protection and the ability to apply this in the workplace.
* Although the post is not ‘hands on’ play or youth work, the post holder will need to come with or be prepared to develop their understanding of the importance of all children’s need to play.