

# JOB DESCRIPTION



<b>Job title</b>	<b>Neurodiversity Services Administration Lead</b>
<b>Reporting to</b>	<b>CEO</b>
<b>Contract</b>	<b>Permanent</b>
<b>Location</b>	<b>Hatfield office</b>
<b>Hours per week</b>	<b>25 hours per week</b>
<b>Pay</b>	<b>£14,300 - £16,900 pro rata (£21,450 - £25,350 FTE) depending on experience</b>

## Main purpose of the role

Lead the administration of all ADD-vance's neurodiversity support services including Coaching, ADHD Services, EHCP Consultations, Support Groups, and work with the Training Administrator to ensure the smooth running of ADD-vance's training and workshop programmes.

Ensure the back office functions are provided to an excellent standard including Health and Safety, IT services, maintaining equipment, stationery ordering, and other office management tasks

## Main duties and responsibilities

Manage enquiries for any frontline support or training services and respond accordingly to maintain effective service provision.

Oversee all service and training related referral processes by:

- Ensuring timely allocation of cases and facilitators,
- Ensuring that all the administration of support groups, including the rota(s), mailouts, subscriber liaison, venue bookings, feedback collation, and organising facilitators is completed to a high standard
- Maintaining all databases to a high standard,
- Liaising with any external agencies, professionals and parents who require support to access services
- Handling case administration management which will ensuring that all reports (Qb check, coaching, training reports etc) are well presented and sent to lead professionals, commissioners and families in a timely fashion,
- maintaining records for all service provision requirements.
- Work alongside the Training Administrator to support the efficient co-ordination of all training courses and workshops
- Liaising with Commissioners and ensure timely reporting of outcomes

Alongside the Social Media Officer and other team members, to be responsible for the creation and distribution of marketing materials to widely promote ADD-vance services in Hertfordshire and maintain subscriber database information

Ensure timely communication with CEO concerning service referrals, training uptake and any waiting lists

Liaison internally with the Finance Officer to ensure accurate records are kept and all invoices are paid

Ensure all relevant course update statistics and evaluation evidence is collated and presented to funders, as required.

Ensure the office functions well to support the various services provided by ADD-vance by completing Health and Safety checks, IT support services, Office stationery ordering and arranging meetings etc as required

**Other Duties**

Work as part of the office team, deputising for colleagues, answering the helpline and any other reasonable additional tasks to ensure the smooth running of the office

Comply with all ADD-vance policies, including Health and safety requirements – reporting any issues to HCF Facilities management or the CEO as appropriate

Attend regular team meetings, either in person or by Zoom as required.



# PERSON SPECIFICATION

**The person specification describes the specific experience, knowledge, skills, qualifications and attributes that are needed for the role**

<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience of working within an office environment ideally having management responsibility for day to day running of the office</li> <li>• Experience of Health and Safety oversight including risk assessments</li> <li>• Experience of working within a Charity would be desirable</li> <li>• Experience of working with parents/carers of neurodiverse children</li> </ul>
<p><b>Knowledge &amp; technical skills</b></p>	<ul style="list-style-type: none"> <li>• Strong organisational skills, good record keeping skills, self-supporting and good at problem solving</li> <li>• Excellent working knowledge of IT – Word, Excel, websites, databases internet etc</li> <li>• Ability to plan, prioritise and manage own workload and deadlines</li> <li>• Good communication skills both verbally and in writing with a good command of the English language</li> <li>• Good understanding of ADHD/ASD and a strong willingness to learn,</li> <li>• Understanding safeguarding issues</li> </ul>
<p><b>Personal Attributes</b></p>	<ul style="list-style-type: none"> <li>• Highly motivated, organised self-starter</li> <li>• Able to work under pressure and manage priorities as well as multi-task</li> <li>• Ability and desire to provide service users with an outstanding service, whilst maintaining approachability and awareness of professional boundaries</li> <li>• Ability to focus on achieving short, medium and long-term results</li> <li>• Communication: Excellent telephone manner and people skills</li> <li>• Accuracy: Excellent attention to detail</li> <li>• Personal Effectiveness: Enthusiasm and self-motivation</li> <li>• Self-Development: Able to accept feedback and identify personal training needs</li> <li>• Responsible: Able to demonstrate a professional attitude</li> <li>• Team work: Able to co-operate effectively as part of a team</li> <li>• Timekeeping: Able to adhere to agreed hours of working; and complete projects in a timely and accurate manner</li> <li>• Ability to maintain confidentiality and work flexibly</li> <li>• Genuine desire to make a positive impact in the lives of families caring for neurodiverse children</li> </ul>

**Other**

- Able to comply with smart office dress code
- Able to abide by Charity policies and procedures
- Able to follow all health and safety instructions and guidelines
- Able to show flexibility to take on other projects and duties, as required