

Administrator Job Description & Person Specification

Job Description

General administration support

- Being the first point of contact for visitors to the office.
- Answering and monitoring the office phones, providing support to those calling and referring their queries to the appropriate person.
- Monitoring the quantities of, and posting school and mentor resource materials, regional office supplies and ordering new stock.
- Monitoring the office mail.

Team support

- Providing scheduling, clerical support and meeting organisation support to the executive team and more general support, where appropriate.
- Supporting the Mentor Services team to progress mentors through the recruitment process using our bespoke database. This will include;
 - ❖ Monitoring mentors' statuses
 - ❖ Booking mentors' meetings with Mentor Services team members
 - ❖ Booking training sessions
 - ❖ Holding one-to-one conversations with prospective mentors
 - ❖ Developing mentor profiles
 - ❖ Documenting all communications

Person Specification

	Essential	Desirable
Skills & Experience	<p>Excellent organisation and administration skills.</p> <p>Experience of working in a busy and diverse support services environment.</p> <p>Strong written and verbal communication skills.</p> <p>Highly organised with strong teamwork skills.</p> <p>Competent in using Word and Excel and ideally, experience of Google Workplace e.g. Gmail,</p>	<p>Awareness or experience of the care system and understanding of the challenges care experienced young people face.</p> <p>Experience of building and maintaining positive relationships with a diverse range of individuals.</p> <p>Experience of using databases.</p>

	Google Calendar, Docs and Sheets, and videoconferencing platforms e.g. Google Meet and Zoom.	
Abilities	<p>Ability to organise and prioritise work in a busy multitasking working environment.</p> <p>Ability to communicate in a polite, friendly and engaging manner with a wide variety of people.</p> <p>Ability to work with individuals from diverse backgrounds, both in person and via virtual platforms.</p>	Experience of forming strong working partnerships with both internal and external contacts.
Attitude & values	<p>Ability to use discretion and respect confidentiality of sensitive information.</p> <p>Positive, solution-focused attitude.</p> <p>Self-motivated, committed to MCR cause and values.</p> <p>Champion diversity and inclusivity.</p>	
Qualifications		National 5 English & Maths Grade C or equivalent

MCR Pathways subscribes to the Rehabilitation of Offenders Act (1974) regarding disclosure & barring.

MCR Pathways is committed to safeguarding and promoting the welfare of young people and expects all staff and volunteers to share this commitment.

MCR Pathways is committed to creating an inclusive and diverse environment. All qualified applicants will receive consideration for employment without regard to race, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, or age.