Post:	Administration Assistant
Salary range:	Dependent on Experience
Accountable to:	HR & Administration
Responsible for:	General Admin duties
Working hours:	3-4 days Flexible hours

About Appletree Treatment Centre Ltd (ATC)

Appletree Treatment Centre (ATC) opened in 1995 with a mission to help support young children who have experienced trauma, and whose lives have been severely disrupted, to grow socially and emotionally and learn to cope with school and everyday life. We help them wherever possible to return to families and day schools before they reach their teenage years. ATC are well known throughout the sector for providing residential care focused on transitions back to a family setting before the teenage years. Our success rates with primary age children are exceptional, confirming our status as a leading provider of therapeutic care and education.

1. Main Purpose of Post:

To provide admin and HR support and carry out other duties as directed to ensure that Managers and staff members have the required level of admin support on a day to day basis.

2. Duties and Responsibilities:

- Be the warm and welcoming face of ATC
- Maintain general company record systems to uphold accurate files including spreadsheets, and diary entries on a daily basis.
- Make preparations to facilitate children's regular review meetings
- Provide admin support to teachers and care personnel
- Manage recruitment administration in line with safer recruitment requirements
- Update and maintain records on children
- Answer incoming calls and assume other receptionist duties
- Greet visitors and ensure they sign-in appropriately
- Respond to questions and requests for information in person, via telephone or email
- Screen documents, book meeting rooms, set up conference calls and take messages
- Compose letters and emails
- Perform administrative tasks, including filing, scanning and photocopying
- Maintain office supplies and order items

To carry out other duties as are required and as are commensurate with the grade of the post. Information given to you in the course of your job may not be divulged without the permission of the company to anyone other than the professional employees.

This job description sets out the duties of the post at the time it was drawn up. Elements of this job description may be re-negotiated at the request of either party with the agreement of both as part of discussion at your support sessions and Annual Performance Agreement.

Everyone within Appletree Treatment Centre has a responsibility for, and is committed to, safeguarding and promoting the welfare of children and for ensuring that they are protected from harm. We carry out the appropriate vetting and verifications on all staff and this post is subject to an enhanced DBS check.

Area	Criteria	How Assessed*
Experience	1.1 Experience of general administration duties	A,I
	1.1 Experience of data input	A,I
	1.2 Experience maintaining and prioritising a management calendar	A,I
	1.3 Experience of supporting a busy office	A,I
	1.4 Experience of workings of a school office	A, I
Knowledge	2.1 Proficiency in MS Office	A, I, T
	2.2 Proven strong administrative skills	A, I, T
Education/ Training / Qualifications	3.1 Proficiency in MS Office with expertise in Microsoft Word, PowerPoint and Excel	A, D
Skills & Abilities	4.1 Exceptional written and verbal communication skills	A, I,T
	4.2 Strong interpersonal skills.	A, I
	4.3 Superior organisation skills, ability to prioritize and complete tasks in a timely manner	I
	4.4 Capable of working without supervision	A, I
	4.5 The ability to keep sensitive information confidential	I, T
	4.6 Ability to multitask and prioritise using effective organisation and planning skills	A, I
	4.8 The ability to remain calm under pressure	A, I, T
	4.9 Able to work independently	A,I
	4.10 Good organized problem solver	
	4.11 Excellent written communication skills particularly in relation to compiling reports and letters	A, T
Personal Qualities	5.1 Friendly and professional demeanour	A, I
	5.2 Tact and diplomacy	A, I
	5.3 Patient, flexible and resourceful	A, I
Other work-related requirements	6.1 Ability to support and uphold the core values of the Association	A, I
	6.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service **OR** hold a satisfactory enhanced DBS check for the correct workforce plus existing registration for the DBS Update Service	D
	6.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds especially those who have experienced a traumatic and abusive childhood	A, I
	6.4 Willingness to work flexibly to accommodate the changing workload of the office	A, I

***How Assessed** – (A) on Application form, (I) At Interview, (T) During Test,
(D) From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), driving license etc

This job description is not intended to be a complete list of duties and responsibilities, but indicates some of the main areas attached to the post of Admin Assistant. This job description may be amended from time to time, to take account of changing legislation and Employment Law. If there is any part of the above job description that the post holder is unsure of, they must discuss this with their Line Manager at the earliest opportunity.

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As a member of our Team you are required to act therapeutically in accordance with ATC therapeutic competencies.

- To understand your role and how you contribute to our ATC mission, aims and objectives.
- To have a clear understanding of our children and the need for individualised care.
- To be able to accept 'not knowing' and allowing time for understanding.
- To have an awareness of boundaries and the importance to maintain these as well as the ability to share authority with all members of ATC.
- To be able to work in a creative/flexible way to provide space and time.
- To have a desire to learn, both experimentally and academically.
- To be emotionally open within ATC to enable the community to help address and solve problems.
- To communicate in a clear direct manner, listen and engage with others to promote understanding and growth.
- To be open to conscious and unconscious communication and how this can affect behaviour and communication.
- To be able to interact in a therapeutic manner, helping to link thoughts and feelings of others to underlying issues in a genuine approach.
- To be able to self-reflect and have an awareness of your own capabilities as well as continually being aware of responses to others.
- To have the ability to be able to manage stress and know your own limits.
- To be able to understand and hold onto difficult feelings for long enough to process their origin and find a solution.
- To be able to take ownership of your mistakes and maintain true to yourself.