

ROLE PROFILE

Job Title:	Floating Support Information Coordinator
Based:	The Stables, 1A Merchants Place, Reading RG1 1DT
Hours:	Part Time – 20 hours per week over 4 days
Contract:	Maternity Cover – up to 6 months
Reporting to:	Floating Support Service Manager
Remuneration:	£18k – £19,500 FTE
Direct Reports:	Not applicable

Job Purpose: To provide an effective, proactive and efficient administration service to the Floating Support Service Manager

Key Responsibilities

Use effective data gathering, collation techniques to assist the Floating Support Manager, MEAM Coordinator (Making Every Adult Matter), and Tier 1 and Drop-In Coordinator with report writing, adapting these according to the needs of colleagues and external commissioners, e.g.

- Report on Key Performance Indicators (KPIs) and provide detailed analysis and reports.
- Collation and the reporting of data collected by the Drop-in service
- Use the report builder function of our client database to enable the system to produce ad hoc reports as required.
- Liaise with the Volunteer team and Human Resources to capture data for reports for quarterly and annual statistics.
- Manage floating support referrals and assessment booking, sending updates to external agencies.

Administrative support, including:

- Collation of data and/or communication in relation to cross sector training for commissioned homeless services; this may include sourcing venues and resources off site.
- Manage and collate relevant information regarding referrals from Reading Borough Council and log, track and monitor on client database system, OCC and Launchpad's referral tracker.
- Provide administrative support to Drop-in team, ensuring paperwork, stationery and tools are restocked and updated.
- Collate and process stats relating to client feedback, including exit questionnaires.
- OCC administration, including adding and deleting new starters and leavers. Reporting any issues with the database to the provider in a timely manner.
- Update internal policies, procedures and processes as requested by the Floating Support Service Manager.

- Update Drop-in Communication resources and noticeboards with relevant documents and operational updates
- Assist the Floating Support Manager in creating and updating a monthly duty rota for the team
- Handle telephone queries and messages from other professionals, clients and members of the public, accurately logging enquiries onto our database and passing on information to the appropriate people.
- Manage the office administration and housekeeping, undertaking tasks and duties as specified.
- Ensure all Floating Support office equipment is kept operational and well maintained. Brief all Floating Support staff and volunteers on usage.
- Take and circulate minutes for relevant meetings, e.g., assessment feedback and team meetings.
- Liaise with the IT Support & Office Coordinator regarding stationery orders; ensuring adequate supplies at all times.

General responsibilities, including:

- Support the Tier 1 and Drop-in Coordinator, ensuring the safety and wellbeing of Drop-in volunteers and staff.
- Assist Floating Support team members with requests for information, analysis and reports, working to agreed standards and templates.
- Maintain a petty cash float, producing monthly expenditure reports for Finance as required. Complete all financial transactions in accordance with Launchpad's procedures.
- Supervision of volunteers assisting with the administration role.
- Ensure visitors are welcomed in a professional manner and directed appropriately.
- Carry out relevant Health & Safety checks e.g., panic alarms and fire checks, reporting any issues to relevant contractors.
- Management of client information leaflets, notice boards, activity timetables, posters and external and internal training prospectuses.

General

- Able and interested in learning and developing new skills, including new IT packages
- Operate within Launchpad's Values of Respect, Empower, Integrity and Influence
- Adhere to the framework of Launchpad's policies and procedures
- Work flexible hours according to the need of the contract and customers, if required
- Any other duties commensurate with the role

PERSON SPECIFICATION

Knowledge, Skills and Behaviours

- Excellent IT skills including Microsoft Office (Word, Excel and PowerPoint)
- Data analysis skills
- Excellent attention to detail
- Report writing skills
- Excellent planning and organisational skills
- Ability to work to deadlines and balance competing priorities, remaining calm under pressure
- Professional telephone manner
- Excellent interpersonal skills, both verbal and written
- Ability to work on own initiative as well as part of a team, being supportive to your colleagues
- Skilled administrator
- Professional, approachable, non-judgmental, confident and empathetic manner whilst maintaining appropriate boundaries

Experience

- Working in an environment where KPIs and reporting are a fundamental part of the role
- Robust office experience as an Administrator in a busy office
- Experience of minute taking
- Exposure to working with a client group with complex needs (desirable)
- Experience of working in a small to medium sized charity (desirable)

Education, Qualifications and Training

- Educated to GCSE level or equivalent, including Maths and English to Grade C or above
- Educated to A-level desirable