**Job Description**

1. Job Title Administration Officer

**2.** **Responsible to** Operations Director

**3.** **Salary /** **Hours**  35 Hours per week £18,000-£21,000

(Depending on Experience)

**4.** **Location**

Office location :

54 St James Street, Liverpool L1 0AB

**5.** **Job Purpose**

To perform daily administrative duties within the ADHD Foundation main office.

**6.** **Tasks and Responsibilities**

* To undertake general administration duties as required by the Operations Manager, for example, support for Marketing, Training Team and the annual Conference. To include support with e.marketing.
* Greet any visitors to the Foundation in a professional welcoming manner.
* Support Project Manager for the Neurodiversity Umbrella Project.
* Answering telephone calls in appropriate professional manner and forwarding the call onto the relevant member of staff. Monitor VOIP telephone system and action voicemails, either personally or pass to the appropriate member of the team.
* Assist with data input as required by the ADHD Foundation.
* Assist Finance Department in general administration duties.
* Responsible for postage and general banking duties.

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* To promote the mission, vision, values and ethos of the work of the ADHD Foundation and engage actively with colleagues and service users in the promotion of the Foundation in marketing and fundraising events as instructed by the CEO/Operations Director

**7. Quality Assurance**

1. The Foundation works to the following quality standards, which all staff are expected to contribute to.

* BACP
* NICE Guidance

**8. Personal and Professional Development**

1. To participate in regular performance review and attendance at team meetings and strategic planning days.
2. To be responsible for own personal and professional development to actively participate in identifying training needs and to be willing to undertake training where a need has been identified and agreed with the CEO/ Operations Director to manage to ensure that an effective service is provided.
3. To maintain knowledge and keep abreast of change in policy, practice and relevant legislation informing the CEO/ operations Director of these changes.

**9. General Responsibilities**

1. To implement and adhere to the ADHD Foundation’s policies, procedures and Quality Systems to provide the highest standards of service delivery and development, meeting statutory requirements and best practice.
2. To ensure user confidentiality whilst maintaining accurate client notes, files and records and make the information readily available for review. To comply with the ADHD Foundation’s information governance and supporting policies including record management, information sharing and confidentiality.
3. To implement and adhere to policy and practice in relation to health and safety in all aspects of the post holder’s work. To adhere to the post holder’s own responsibilities for health and safety within the workplace to colleagues, service users and the general public and also whilst working from other sites.
4. To work within established definitions of acceptable and unacceptable risks. To carry out risk assessments and participate in risk management in accordance with the ADHD Foundation’s policies.
5. To contribute to the development and implementation of quality standards within the ADHD Foundation.
6. To incorporate Equal Opportunities Policy and anti discriminatory practice in all areas of work
7. To work in accordance with national child protection legislation and ADHD Safeguarding Policies – Child Protection.
8. To promote and work within the values of the ADHD Foundation effectively contributing to its objectives.
9. To be able to work flexibly including occasional evenings and weekends, if required.
10. To undertake any other reasonable duties as directed by the Operations Director that may reasonably fall within the scope of the post.

This job description is not intended to be prescriptive or exhaustive: it is issued as a framework to outline the main areas of responsibility at the time of writing. The job holder is expected to be flexible in the performance of their duties and to undertake any other duties identified as appropriate to the post. All job descriptions are subject to change from time to time and this job description will be reviewed regularly.

Dated: 13th March 2023

**Person Specification**

Criteria required by appointee to ensure job effectiveness E Essential

D Desirable

**Education and formal qualifications**

Good general education D

Basic Skills in literacy, numeracy, and IT D

**Skills and Attributes**

Ability to build excellent relationships with stakeholders for the E

Benefit of service users and the promotion and development of the

ADHD Foundation

Ability to work independently without constant supervision E

Ability to communicate clearly. E

Administrative skills and able to work in an efficient and E

Organized manner

Ability to use initiative E

Ability to maintain confidentiality and professional boundaries E

In the workplace

Ability to adapt to change and undertake self-development and E

Training

Dated: 13th March 2023