

GENERAL ADMINISTRATOR

THE ROLE

Full time permanent position

35 hours per week, Monday to Friday 9am to 5pm

YOUR PURPOSE

As an administrator, you will play a key role in ensuring the smooth running of HQ and the wider organisation, carrying out routine tasks and conducting general administration. You will often be the first point of contact for the whole organisation.

YOU WILL HAVE:

- A positive attitude
- Excellent communication on the phone and face-to-face
- Excellent IT skills, including experience of using Excel, Word and ideally Microsoft Teams
- The confidence and ability to prioritise conflicting tasks
- Happy to work flexibly and enjoy variation
- Evidence of organisational and administrative skills
- Self-motivation and the ability to use your own initiative
- An efficient working style, and be able to put forward suggested process improvements.
- A methodical approach, with an exceptional eye for detail
- An excellent team working approach

YOU WILL :-

- Have a current Driving Licence and access to a vehicle; due to the remote location of our office.
- Ensure the telephones are covered at HQ, and that visitors are welcomed to the premises, and catered for during their visit.
- Order stationery, uniforms and lunches for meetings.
- Take regular trips to the post office, and shops in the Andover area to collect things ahead of meetings and events.
- Help with scanning and filing documents ready for processing.
- Co-ordinate audit tasks for the current DMWS team such as chasing up those who haven't completed training, chasing up information 'gaps' in the existing HR data.
- Assist with recruitment as required, including help with the on-boarding process.

- Act as first contact for queries to then pass onto other members of the team.
- Manage any mobile equipment given to staff during their employment including replacing lost or damaged items.
- Help with IT issues and liaise with the external IT consultant when required.
- Deal with maintenance issues at HQ, including liaising with the landlord and any contractors as necessary.
- Perform regular health and safety checks and flag any potential hazards (training will be given).
- Co-ordinate cost effective travel arrangements across the organisation.
- Provide a general administration service, working flexibly as required.
- Actively contribute to a culture of innovation, resourcefulness and best practice to make the best use of your time and others.
- Understand that legislation including GDPR, Equality Act, Health & Safety legislation and confidentiality/ sensitivity of patient information will be a part of your work, (training will be provided).

- Work in accordance with and promote our values which are:-
 - **Commitment** - We are passionately committed in heart and mind to the people we support, delivering our service whenever and wherever they happen to be.
 - **Integrity** - We act with integrity, consistency, and honesty in all that we do.
 - **People** - We support each other. We trust, encourage and develop our staff, because we know that it's our people who make us what we are.
 - **Working Together** - We work collaboratively together and with others to provide the best possible service to the people we support.

- Complete other ad hoc tasks as and when needed.
- Willingness to assist the finance team where possible (training will be given)

The post is based in our HQ, a lovely converted stable block set in an idyllic country estate with easy access to the A303.

You will work with a team of committed, positive people with the added benefit that everyone plays their part in providing a great service to those who have served their country and now find themselves in need.

BENEFITS OF WORKING WITH DMWS

We recognise that without our staff we are nothing, they are the most important asset that we have. We offer employees the following benefits: -

Annual Leave

We give employees 30 days a year annual leave plus Public Holidays (pro-rata'd for part-time employees).

Pension

Auto enrolment onto DMWS workplace pension scheme – subject to eligibility. You will make a minimum contribution of 5% which DMWS will match. Contributions will be matched up to 6% by DMWS.

Death in Service Scheme

Three times your annual salary to nominated beneficiaries - subject to eligibility

Flexible Working

All flexible working requests are considered - many of our staff work flexible hours and work wholly, or partly from home.

Smart Health

Access to a 24/7 virtual GP service, with a counselling service and on-line help and support around health and well-being matters

Work-based Parking/Mileage

For those who pay to park at their work-base, fees are repaid through expenses. Mileage claims are reimbursed in line with HMRC guidelines.

Enhanced Sick Pay

Enhanced sick pay scheme for all employees upon completion of their probationary period.

Staff Recognition

Staff are regularly recognised for their work by the leadership team and their peers, via internal events, social media, and industry awards.

Personal Development Programme

DMWS supports employee continuing professional development and training.

Above all, being part of the DMWS team, means that you are making a difference to the lives of those working on the frontline.