



**Job title: Administration Assistant**

**Location: Andover**

**Salary: £21,000-£22,000 (depending on experience)**

**Contract: Permanent full-time 35 hours weekly**

### **Role Purpose**

To provide an efficient and accessible administration support in the smooth running and effective management of DMWS. As part of the Business Support Team, the Administration Assistant will build positive relationships and effective communications with both internal and external stakeholders that contribute to establishing and maintaining a well-organised support service. As a member of the HQ team, you will often be the first point of contact for the whole organisation.

### **Main Responsibilities**

- Ensure telephones are covered at HQ, acting as first contact for queries and dealing with queries in a timely manner.
- Processing incoming and outgoing mails (including emails), whilst maintaining the appropriate level of confidentiality.
- Monitoring the main shared mailbox for general enquiries whilst maintaining the appropriate level of confidentiality.
- To coordinate and control the purchase of stationery and other supplies for HQ.
- Be responsible for the ordering of uniforms and resources for staff.
- Welcome visitors to the premises and cater for them during their visit. This involves presentation of shop-bought platters, food hygiene, food preparation (such as salads), and tidying the kitchen and conference room after a lunch/visit.
- Assist with recruitment as required, including advertising, co-ordinating interviews, and the on-boarding process of new hires, including maintaining stock of company issued assets.
- Expectation to travel short distances to visit local shops when providing lunches, posting parcels and other required resources. A current Driving Licence and access to a vehicle is a requirement due to the remote location of our office.
- Tracking receipts, recording expenses and other related basic tasks.
- Coordinate cost-effective staff travel and accommodation.
- General awareness of the organisation's policies and procedures to implement as required.
- General staff support and administration including photocopying, printing, scanning and postage as required.
  
- Collate information based on employee contract changes to be used for the payroll.
- Co-ordinate audit tasks including identifying and chasing up gaps in HR data, chasing the wider team for them to complete outstanding training/tasks and recording credit card expenditure.
- Develop working practices and recommend effective and efficient changes to the Office Manager.
- Organise and manage all staff mobile equipment including replacing lost or damaged items. Assist staff 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).
- 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).
- To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.
- 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.

### Personal Skills

- Proactive self-starter and organised with excellent attention to detail.
- Ability to work independently and as part of a team.
- Good time management skills.
- Awareness of GDPR compliance and understand the importance of confidentiality.
- Positive with a can-do attitude.
- Ability to multi-task.
- Able to work on own initiative.
- Honest and trustworthy
- Ability to work flexibly.

### Minimum Requirement

- Excellent communication skills both on the phone and face-to-face
- Creative, practical, and able to work effectively under pressure and to meet tight deadlines.
- Ability to work as part of a team and alone.
- Willingness to learn new skills and adapt to a changing environment.
- Current Driving Licence and access to a vehicle due to the office location.
- At least one year's experience of working in an office environment.
- Excellent IT skills, including experience of using Excel, Word and Microsoft Team
- 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.
- Work using a methodical approach, with an exceptional eye for details.
- An excellent team working approach.



## **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.

### **Maternity Allowance**

Enhanced maternity/paternity/adoption and shared parental leave.

### **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.

### **DSE Allowance**



£25 contribution towards eye tests and a contribution of £50 towards glasses. (As long as they are only needed for DSE use and not otherwise needed on a standard prescription).

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