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OFFICE ADMINISTRATOR

## Full time permanent position

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

**Part time working is not possible due to coverage model.**

**YOUR PURPOSE**

As an administrator, you will play a key role in ensuring the smooth running of HQ and the wider organisation by carrying out varied tasks and conducting general administration. As a member of the HQ team, you will often be the first point of contact for the whole organisation dealing with internal and external audiences.

# YOU WILL HAVE:

* A positive attitude with can-do approach towards tasks
* 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 and deadlines
* Ability to adapt to changing situations, 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 ethic

# YOU WILL :-

* Ensure the telephones are covered at HQ, acting as first contact for queries; resolving, signposting, or passing onto other team members.
* Assist with recruitment as required, including advertising, co-ordinating interviews, and the on-boarding process of new hires.
* Be responsible for the ordering of stationery, uniforms, and ad hoc resources.
* Co-ordinate cost effective travel arrangements including hotel bookings, flights, trains, and ad-hoc journeys.
* Welcome visitors to the premises and cater for them during their visit. Whilst this includes presentation of shop-bought platters, food hygiene, food preparation (such as salads), and tidying the kitchen and conference room after a lunch/visit is part of the role.
* Have a current Driving Licence and access to a vehicle, due to the remote location of our office. There will be an expectation to travel short distances to visit local shops when providing lunches, posting parcels and other required resources.
* 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.
* Complete other ad hoc tasks as and when required.
* 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

# 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. There is an option to participate in a salary sacrifice scheme.

## Death in Service Scheme

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

## 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.**