



JOB DESCRIPTION

Role:	Administrative Assistant
Location:	Based in our London office but some travel to other offices in the South West, North West, Midlands and North East and may be required at times.
Responsible to:	Corporate Services Manager
Objective:	The Administrative Assistant will provide administrative support as required to the Corporate Services Manager. This will include various admin duties and reception duties.
Hours:	20 hours per week
Salary:	Up to £18,000 pro rata, depending on experience 1 Year Fixed Term Contract (Continuation subject to funding)
Holiday:	25 days per annum plus public holidays
Probationary period:	The post is subject to a six month probationary period

Why We Exist

We believe that the fundamental issue that causes the stubbornly high rates of re-offending and all the other associated problems is the 'us vs. them' culture.

Society feels frustrated with those who re-offend repeating cycles of behaviour and not engaging with rehabilitation services. Yet people with convictions feel marginalised by society, with rehabilitation services which are often inaccessible and unhelpful and a system that doesn't value their input.

Whatever the truth, we won't reduce crime unless we deal with this division. User Voice's core belief is that rehabilitation only happens when everyone in the criminal justice system shares responsibility for transforming the 'us vs. them' division into real collaboration.

Our Role

Our role is to improve rehabilitation through collaboration.

At User Voice we build the structures that enable productive collaboration between service users and service providers. We are able to do this because our work is led and delivered

by ex-offenders. This gives us the special ability to gain the trust of, access to, and insight from people within the criminal justice system.

The entrenched exclusion of some of the people we work with can be a huge obstacle to service providers. The involvement of ex-offenders has many benefits, not least of which is the power of a narrative of success; working with ex-offenders can be a powerful way of motivating people who often have little self-belief that they can overcome the barriers they face. All the work User Voice has done suggests offenders want to talk to people who have 'walked in their shoes' and experienced similar life events.

Impact

There are two sides to User Voice's impact:

1. Improving Services – with service user insight and experience, services can become more effective and accessible for hard-to-reach groups.
2. Promoting active citizenship – as service users engage with improving the services they access, they develop the skills and behaviours to become contributing members of society.

DUTIES AND RESPONSIBILITIES

User Voice seeks to appoint a Part-Time Administrative Assistant based in London. The Administrative Assistant will assist in the smooth running of the London Office and support the Corporate Services Manager with administrative process across the regional offices as necessary.

This is a fantastic opportunity to work in an innovative and growing charity. User Voice are looking for a dynamic, authentic and inspiring individual to join their administrative team.

Core duties and responsibilities are detailed below. Please note that User Voice is a rapidly growing charity and all applicants must be prepared to work flexibly and undertake new responsibilities as requested to support the development of the charity as a whole.

The Administrative Assistant will be responsible for the following:

- To assist in the smooth running of the service by working closely with the Corporate Services Manager on matters relating to office administration, policy and procedure and Human Resource
- To assist the Corporate Services Manager in daily administrative tasks as required
- To undertake reception duties, greeting all visitors and staff and acting as the first point of contact with the post on a daily basis and managing telephone calls
- Ensure Staff timesheet and expenses are recorded on time and accurately
- Maintain filing, record systems and archives
- Monitor stationery stock and order supplies as necessary
- Monitor marketing materials and brochure supplies across all sites and order as necessary
- To ensure staff at different locations update weekly movement record
- Create and despatch weekly internal newsletter
- Populate, update and maintain internal wiki/intranet

- Gather, collate and produce monthly internal and quarterly external newsletters

PERSON SPECIFICATION

Essential:

1. Good written and spoken English
2. Educated to GCSE standard or equivalent including English
3. Computer literate to a basic level
4. Experience of undertaking basic administrative duties
5. Good Communication skills
6. Ability to be flexible and adaptable to the needs of the service
7. Ability to accept and maintain confidentiality
8. Ability to communicate with a wide range of people at all levels
9. Commitment to Equal Opportunities
10. Understanding of the qualities necessary to work with a wide range of people

Desirable:

1. Experience of the criminal justice system as a service user
2. Educated to A-level or equivalent
3. Advanced IT skills, including website management
4. Experience of undertaking advanced administrative duties
5. Experience of managing organisational social media

User Voice welcomes applications from ex-offenders and from all sections of the community regardless of race, gender, sexual orientation, religion, age or disability.

Criminal record check:

This post is subject to an enhanced criminal record disclosure check via the new Disclosure and Barring Service (DBS) processes, as the post holder will have regular unsupervised access to children, young people and/or vulnerable adults. The purpose of the check is to ensure that the nature of the applicant's criminal record, considered alongside evidence of the applicant's rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.

User Voice are committed to Safe Working Practices across the organisation that promote the welfare and safeguarding of Vulnerable Adults, Children and Young People.