



## **Job Description – Referral Administration Assistant**

**12-month Fixed Term**

### **Accountable to:**

Housing Services Manager

### **Place of work:**

Arc's Head Office (Taunton) with the requirement to visit other sites

### **Hours of work:**

30 hours per week to be worked Monday to Thursday

### **Salary:**

£20,863 per annum

### **Job Purpose**

Offering administrative support to the wider organisation with specific focus on providing a welcoming and professional service to prospective clients, supporting them through the referral pathway.

### **Key Responsibilities**

Leading on the administrative duties linked with our accommodation and client services including the coordination of Arc's referral pathway, offering housing advice as well as supporting the wider team with other administrative requirements.

### **Supporting prospective clients**

- Supporting prospective clients through the referral pathway; Monitoring referral platforms, administrating referrals, liaising with prospective clients, signposting, booking in needs assessments through maintaining a calendar for appointments/assessments
- Assist prospective clients with filling out referral forms
- Liaising with external services in relation to referrals
- Support clients and managers within needs assessments
- Coordinate client welcome packs including the management of stock levels
- Purchasing administration: managing purchase requests, liaising with budget holders, finding suitable suppliers and order goods in relation to client support and room-readiness.

### **Client feedback, comms and data support**

- Assisting with client surveys and gaining client feedback during and following a client's journey with Arc
- Support the wider team with client comms as required

- Assist with data collection and data input for various projects

## **Administrative Support**

Your role will be based at our head office and within the Development Team. Your duties will therefore include office and administrative support including but not limited to:

- Handling enquiries from various stakeholders received through multiple inboxes, over the phone or visits to the office
- Assist with the storage, coordination and distribution of gifts in kind donations
- Support the fundraising team with donation enquiries, donation acknowledgement and data input
- Support the development team with event preparation when required
- Carry out other general administrative duties consistent with the nature of the post and in order to cover the work of the other administrative roles during any periods of absence.

## **Person Specification**

Experience of supporting vulnerable individuals

Experience or understanding of homelessness

Experience of administrative work

Experience of using Office 365 and its suite of products

Experience of data inputting and management

Strong attention to detail

Excellent written and verbal communication skills with a professional and friendly manner

Strong interpersonal skills, to deal with a diverse range of people

Ability to prioritise a diverse workload

Ability to act as part of a co-operative team, offering and asking for support when appropriate

Understanding of and commitment to equality, diversity and inclusion

Understanding of principles of data protection, data and cyber security

Commitment to Arc's values and empathy with clients

Valid UK driving license and access to own vehicle

## **Supporting Arc's Culture, Values, and Workplace Safety**

Personally demonstrate a high level of commitment to equality, diversity and inclusion.

Act as an ambassador for Arc, communicating with key people and organisations, promote our work and improve the quality of life of our clients.

Contribute towards the maintenance of a safe environment for clients, staff, visitors, volunteers and members of the public. Help everyone to comply with Health and Safety, workplace legislation, safeguarding and Arc policies.

Contribute to teams and to Arc as whole, fostering a strong team spirit and a healthy working environment that values a learning and sharing culture.

Contribute to embedding Arc's values into everything we do