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| **AbilityNet Job Description** |

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| **Job Title**: Free Services Administrator | **Band:** 6 |
| **Department:** Free Services | **Location:** Warwick |

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| **Job Purpose** |
| To provide effective administration, advice and project support across AbilityNet’s Free Services department. |

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| **Principal Accountabilities** |
| * Ensure that telephone and email enquiries are answered and serviced in a timely and efficient manner for all Free Service’s clients * Review of database notifications daily ensuring client issues are resolved in line with Service Level Agreements (SLAs) * Ensure potential volunteers are moved through the recruitment process in a timely and efficient manner * Accurate recording and maintaining of client and volunteer details and information within the internal database systems * Undertake checks for on-boarding new volunteers, including reference requests, DBS (Disclosure & Barring Service) checks and social media checks * Ensure admin processes and procedures are documented correctly and adhered to accurately * Review processes and make suggestions for improvements * Maintain regular communication with, and proactively seek feedback from clients and volunteers to ensure improvement of the service * Provide administrative support for events, training, meetings and exhibitions and attendance on occasions * Actively promoting Free Services to clients and volunteers through ad-hoc promotions e.g. mailouts, emails, calls, events, online registration and case studies * To undertake any other task consistent with the scope of the post, as requested by the Free Services Manager. |

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| **Knowledge, Skills and Experience** |
| **Essential**   * Experience in a front-line, hands-on customer role * Strong communication skills: written and verbal * Competent and confident in the use of a range of IT, including managing email, communicating on-line (e.g. video calling, on-line meetings) and the use of software packages and databases for reporting and data input * Able to be self-motivated, prioritise tasks and work to deadlines to reach targets * Attention to detail to ensure all documentation and information is accurate and up to date * Willingness to extend themselves beyond their normal duties when required to take on additional practical tasks and responsibilities   **Desirable**   * Up-to-date knowledge or interest in disability and assistive technology. * Experience of working in the third sector * Knowledge and experience of working in a volunteering environment * Interest in, or experience of, marketing, particularly of promoting a service * Event management or project management experience * Experience of working with people with disabilities and/or older people |

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of AbilityNet at any time after discussion with the post holder.