



JOB DESCRIPTION

JOB TITLE: Voice Administrator

SCALE: 4

SUPERVISION AND CONTROL: Business Delivery and Performance Manager

PLACE OF WORK: Warwick House, Cliftonville, Northampton.

HOURS OF WORK: 37 hours

PURPOSE OF THE JOB:

To support Voice for Victims and Witnesses with a comprehensive administrative service, to ensure quality of service in accordance with departmental procedures.

MAIN RESPONSIBILITIES:

- 1.** Provide support, computer inputting, photocopying, collation and distribution of information for the CEO and management team.
- 2.** Gather, collate monthly payroll information including overtime and expense claims. Arrange travel requests and accommodation requests.

3. Create Annual leave sheets and deal with any queries updating Voice calendar of authorised leave.
4. Point of contact for recruitment processes, collating candidate packs for sifting, arranging packs for interviews and submitting successful candidate's details through for vetting process.
5. Update MFSS on new starters requesting IT and access to systems, arranging ID cards and security access.
6. Order stationary and security product orders for Voice for Victims and Witnesses.
7. Maintain complaints register making initial assessment and contact as required.
8. Point of contact for promoting Voice and its services to partners and externals, co-ordinating our commitments and maintaining our events diary.
9. Taking minutes for team briefings, business planning events and Director Board's ensuring action logs are updated and maintained.
10. Budget support using Sage accounting.

NOTE:

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working any major tasks may be reviewed from time to time to reflect the changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will also be required to carry out such other duties, as may be within the general scope of the post.

CONDITIONS OF SERVICE:

The appointment will be full time and subject to the conditions of service of Voice for Victims and Witnesses Ltd

The annual leave entitlement is 23 days with an additional 5 days after 5 years continuous service.

