

Home-Start is committed to safer recruitment practice as an important part of safeguarding and protecting children and vulnerable adults

JOB SPECIFICATION

Title:	Home-Start Administrator
Employer:	Home-Start Cymru
Location:	The role will be hybrid/home based
Salary:	Band 1 – Starting salary £19,171 FTE
Hours:	16-22 hours per week
Contract:	Fixed term until 31 st March 2024
Responsible to:	Operations Manager
Responsible for:	Data entry and system monitoring

Home-Start Cymru

Children need happy, healthy homes in order to thrive. Being a parent of young children is challenging at the best of times. Families face more pressures than ever, with many parents finding the practical and emotional demands overwhelming. That is when Home-Start Cymru can help. A carefully selected volunteer visits regularly to offer emotional and practical support.

Home-Start Cymru works with families with young children through a volunteer-led, home-visiting model of support. We combine the strengths of our network of community-based volunteers across Wales with our professional expertise in the early years. We are there for parents when they need us most, because childhood cannot wait.

Our volunteers are drawn from the communities in which they support, and the work we do not only helps parents and children, but makes a vital difference to strengthening communities.

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JOB DESCRIPTION

Purpose of the Role

The Administrator will be responsible for ensuring the data entry systems across Home-Start Cymru are accurately recorded and maintained.

Job Summary:

To ensure:

- HSC project data is accurately collected and updated on to the relevant systems including the CRM system
- To work closely with LM's to ensure all data is captured

Key Responsibilities

CRM System

- All data information is maintained and accurately inputted to Charity Log (CRM).
- This includes referrals, family and volunteer information.

Additional Duties

- Assist LM's with team reporting e.g. Supervisions, family reviews
- To provide a high standard of data administrative support
- To adhere to all Home-Start Cymru policies, procedures, guidance, standards
- To work flexibly and undertake other reasonable duties as requested by management
- Data entry work on the CRM system and Excel
- Supporting other team members with ad-hoc tasks and projects as assigned

The job holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the role as detailed above.

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PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications		
GCSE'S or equivalent	✓	
Experience		
Ability to work as a member of a team;	✓	
Strong administrative skills;	✓	
Ability to inspire trust	✓	
Aware of and sensitive to equal opportunities issues	✓	
Passion for working in the voluntary sector		✓
Essential Skills and Attributes		
Empathic, calm and non-confrontational	✓	
Energy, enthusiasm, flexibility, commitment, integrity, motivated	✓	
Commitment to work in a non-judgemental and anti-discriminatory way	✓	
Commitment to Home-Start Cymru's vision, mission and purpose	✓	
Commitment to personal and career development	✓	
Car driver with current licence, business use motor insurance, and use of road-worthy vehicle		✓
Skills and Knowledge		
High level of administrative skill	✓	
Knowledge of Microsoft systems	✓	
Good organisational work practice	✓	
Understanding of databases/CRM systems	✓	
Good oral and written bilingual (Welsh/English) communication skills (essential/desirable depending on location)		✓
Understanding of the management of information technology in the workplace	✓	