

LIVERSAGE TRUST

ADMINISTRATION OFFICER JOB APPLICATION PACK

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Please return your application in an envelope marked private and confidential and addressed to:

Charity Smith, The Liversage Trust, Board Room, London Road, Derby DE1 2QW

Or alternatively, you can email your application to:
info@liversagetrust.org

CLOSING DATE: Noon on Friday 5 April 2024

INTERVIEWS: Wednesday 24 April 2024

If, having reviewed the contents of this job application pack, you require further information; please contact Andy Mellors on telephone 01332 348155 or email andy.mellors@liversagetrust.org

LIVERSAGE TRUST

JOB DESCRIPTION

1. JOB DETAILS

Job title:	Administration Officer
Annual salary:	£28,099 (Pro rata - £20,606)
Hours:	27.5 (9.00 am – 3.00 pm / 5.5 per day)

2. JOB PURPOSE

- 1 To provide a full range of administrative support, including acting as first point of contact for any enquiries relating to our services, and responding or referring on as appropriate
- 2 To provide an effective and efficient support and administration service to the Liversage Trust's Senior Management Team.
- 3 To attend Board meetings and take accurate and comprehensive minutes.

3. REPORTING LINES

Responsible to:	General Manager or, in his/her absence, the Finance Manager/Operations Manager.
Responsible for:	None

4. PRINCIPAL ACCOUNTABILITIES AND ACTIVITIES

1. Deal with all service requests, queries, and correspondence, including confidential material, arriving in the office by email, paper, telephone, or in person, in a friendly and helpful manner.
2. Receive, welcome and deal appropriately with all visitors to the Trust, including residents, tenants, trustees, external visitors and contractors, responding appropriately and sensitively to all enquiries, and liaising with colleagues and outside agencies as required.
3. Carry out general administrative duties including maintaining appropriate filing systems and records, photocopying, scanning, collating and despatching of documents, archiving, booking meetings/rooms, upkeep of Trust personnel and recruitment records and managing the supply of office stationery and equipment.
4. Assist with the organisation and facilitation of Board meetings, including booking rooms, arranging refreshments, and managing attendance.

4. PRINCIPAL ACCOUNTABILITIES AND ACTIVITIES continued

5. Assist the General Manager in the preparation of Board agendas, papers and other relevant information in advance of meetings and ensure they are distributed in accordance with agreed timescales.
6. Attend Board meetings and take and produce clear, accurate and comprehensive minutes of the meeting, within agreed timescales and deadlines. Board meetings usual start at 4.00 pm.
7. After Board meetings, circulate via appropriate methods, decisions, actions and recommendations for immediate implementation, followed by full minutes of Board meetings within agreed timescales and deadlines.
8. Take repairs orders from residents and deal with all the associated administration, including progress chasing.
9. Assist with recruitment of new staff including placing and managing job adverts, preparing job packs, managing responses until closing date, preparing shortlisting information and responding to applicants via mail or email.
10. Process and maintain data in a variety of IT system to provide accurate management information
11. Lead on the development and implementation of new administrative policies, procedures and systems to enable the continued smooth running of the office.
12. Assist with any ad-hoc project related work across all business functions, as required, and work with colleagues to maintain effective office running systems and administrative processes.
13. Provide cover as required, with regard to the management of charitable giving and communications.

5. FOR COMPLETION BY SUCCESSFUL CANDIDATE

<p>I acknowledge that I have received a copy of this job description and accept that the accountabilities and activities attached to the job are as indicated. I understand that the job description is intended to give me an appreciation of the role and range of duties involved in the job. I accept that it is not exhaustive and will be reviewed from time to time.</p>	
Signature:	
Date:	

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PERSON SPECIFICATION

Administration Officer – Part-time

JOB REQUIREMENTS	
Qualifications	
<ul style="list-style-type: none"> GCSE grade C, or 4, in English NVQ Level 3 in Administration or equivalent qualification, with practical knowledge of applied business practices 	Essential Essential
Skills	
<ul style="list-style-type: none"> Excellent communication skills, both orally and in writing Able to produce accurate and concise minutes/notes Numerate Literate Proficient in use of internet, Microsoft Office (e.g. Outlook, Word, Excel and Access) and flexible ways of working (e.g. video conferencing) 	Essential Essential Essential Essential Essential
Experience and knowledge	
<ul style="list-style-type: none"> Experience of dealing with public face to face and on the telephone Experience in providing administrative support in a varied and busy office environment, including maintaining and developing support systems Experience of arranging meetings, preparation of agendas and typing documentation as required Able to handle sensitive and confidential information appropriately, and deal with difficult situations Good administration associated with record keeping Accurate word processing skills Experience of taking minutes of meetings Experience of proofreading/reviewing business documentation, with a strong eye for detail Experience of working with older people Knowledge of the Almshouse or Voluntary/Charitable sector 	Essential Essential Essential Essential Essential Essential Desirable Desirable Desirable Desirable
Personal qualities	
<ul style="list-style-type: none"> Caring and compassionate Able to relate well to older people Flexible and able to work additional hours from time to time Able to function well as part of a small team Able to act on own initiative and work with minimum supervision Ability to work methodically and to deadlines Ability to prioritise and manage a varied workload, amid changes in priority Able to establish effective working relationships with colleagues across all aspects of the organisation Awareness of the importance of confidentiality Able to embrace new ways of working 	Essential Essential Essential Essential Essential Essential Essential Essential Essential Desirable
Job circumstances	
<ul style="list-style-type: none"> Able to attend Board meetings on a flexible basis, outside of core working hours Own transport available for work 	Essential Essential

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JOB INFORMATION ADMINISTRATION OFFICER

Annual salary:	£28,099 (pro rata £20,606)
Reporting to:	General Manager
Weekly hours:	27.5
Standard working pattern:	9.00 am to 3.00 pm Monday to Friday, including an unpaid break of 30 minutes.
Additional hours:	The Administration Officer is expected to work flexibly and, on occasion to work different hours by agreement, to enable attendance at Board meetings and/or provide cover should the need arise. Additional hours are paid at a flat rate.
Overtime payment:	Not applicable.
Holiday:	32 working days, inclusive of 8 public holidays
Holiday service bonus:	One working day after 2 years, four working days after 5 years, and seven working days after 10 years.
Notice period required	Four weeks, following completion of probationary period.
Probationary period:	Standard twelve-month probationary period
Occupational sick pay scheme:	After two years' service, 6 weeks on full pay and 6 weeks on half pay
Attendance bonus:	£250 awarded pro rata, on having 4 or fewer days' sickness per holiday year.
Optional pension arrangements:	The Trust is statutorily required to auto enrol eligible employees and uses the NEST workplace pension scheme, but you may opt out of this. The Government sets the minimum rate of contribution from both employer and employee.
Location:	Based at the Trust's main office at Alice Street, although there may potentially be a need to work at locations on our various estates, on occasion.
Transport:	Own transport essential and clean driving licence. Car mileage payable at 45p a mile and motorcycle allowance at 24p a mile.
Disclosure and Barring Service:	DBS check required.

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JOB APPLICATION GUIDANCE AND PROCESS

1. Important guidance to read before you start filling in your application

- Use black ink or type.
- Please do not use staples to attach additional sheets.
- We have designed the form to get information in a consistent layout for everyone applying for the job. We will only consider a CV application if it is submitted as part of a fully completed application form.
- Fill in every section of the form as fully as you can. If you think some parts do not apply, write N/A (not applicable) in the spaces provided.
- Make sure the information you provide is clear, precise, easily understood and appropriate to the job you are applying for. The information you give is what we will use when matching your experience, qualifications, skills and knowledge to the job. We cannot make assumptions about these.
- Read the job description and person specification carefully. Do you have the experience, skills and qualifications that are needed for the job? If so, plan how you will demonstrate this on your form. Make sure you list your qualifications.
- Use the blank section 6 to describe fully the relevant experience, skills and knowledge you bring to the job. Explain how you meet the requirements listed in the person specification. Where possible, give examples of how you match each requirement. Use extra sheets of paper if you need to.
- Don't just repeat your job history or refer us to your current job description – explain what you have learned and the skills you have developed. Relate everything back to the person specification.
- Remember that the experience you have gained outside paid work is also important. Think about work done in the home or voluntary work when you consider how you meet the requirements of the job.
- Before you send your application in, go over it again. We may get a lot of applications for the job and a number of candidates may have similar qualifications and experience. Consider how to make your application stand out and make sure you do yourself justice by accurately describing why you are suitable for this particular job.
- Return your application to us before the closing date / time.

2. Who sees your application

For recruitment purposes, only those employees and Trustees involved with the recruitment process will see it. We use the equal opportunities information in Section 11 to make sure our policies are effective.

3. How we decide who to interview

We only interview someone if their application shows that they meet the essential requirements of the job. The short-listing panel uses the information on your application to assess how far your skills, experience and knowledge match those needed for the job.

4. References

Tell us the names of two people who are not related to you and who will give you a reference that is relevant to your application. The first reference must be from your present or most recent employer. Or, if this is your first job since leaving school or college, your head teacher or lecturer.

Check with your referees that they are happy to support your application before you submit the form.

5. Criminal Record checks

All jobs at Liversage Trust, other than members of the Maintenance Team who do not work regularly at Liversage Court, are liable to involve working in a regulated activity and appointment is subject to your having a satisfactory Enhanced Disclosure and Barring service check.

6. How we decide who is suitable for the job

Usually, at least two people will interview you. This will include two managers. The questions they ask will be designed to test how you meet the requirements of the job given in the job description and the person specification.

7. Feedback on your application

You can ask for feedback about your application. If you have not been short-listed, you should contact the General Manager and ask for feedback. If you have been interviewed and have not been successful in your application, you should ask for feedback within four weeks of the interview. We usually give feedback by telephone.

8. Complaints

If you want to complain about any part of the recruitment process following your feedback, you should write to the Chair of the Trustees at the Trust's Office within two weeks of receiving your feedback.

LIVERSAGE TRUST – A BRIEF PROFILE

The Liversage Trust is Derby's oldest charity, set up under the Will of Robert Liversage in 1529. We are an Almshouse Charity, and proud to be continuing the long tradition of caring for Derby people in their own communities and providing accommodation for those in need.

We have 163 homes for independent older people on four estates across the City, and manage a 40 bed care home; Liversage Court which provides residential care for more frail elderly people. We also provide grants to residents in Derby, who are in hardship, to help them obtain essential household items, and offer limited financial support to people at a time of crisis.



We make a significant contribution to Derby's heritage in maintaining fine, historic buildings. The London Road almshouses of 1836 (left) are a well-known landmark, and grade II listed. Our Nottingham Road estate was declared a conservation area in 1993, largely thanks to our stewardship over the years in maintaining the character and integrity of the area. We have added further almshouses since the 1900's and remain committed to maintain and enhance our portfolio.

We also have a small number of houses and flats which are let without age restriction, and a number of commercial premises which provide an income to support our charitable activities.

Our formal objectives are: to provide relief either generally or individually to Derby residents who are in need, hardship or distress (including but not limited to those who are aged, sick or infirm) through the provision of grants, alms or other residential accommodation, housing, services, facilities and/or goods.

As a Charity, our focus is not about making a profit. We are dedicated first and foremost to ensuring the well-being of our residents. 12 Trustees carefully balance the demands of keeping our costs and charges low, while delivering a great service and ensuring long term sustainability as a charitable organisation. Through good governance and a low risk approach, the Trust is now in the fortunate position to be financially stable and self-sufficient.

The staff team will soon be moving to new offices situated at Alice Street on our Nottingham Road estate and consist of the General Manager, Operations Manager, Finance Manager, Finance Assistant, Grants and Communications Officer, Administration Officer and Resident Support Officer. A small in-house maintenance team carry out repairs and maintenance to our properties and grounds.

Further information about the Liversage Trust can be found on our website:

www.liversagetrust.org