

Job Description

Job Title: Advocacy Personal Assistant (Post ref BIGPA)

Hours: 30 per week (Monday-Friday)

Reports to: Charity Manager

Job Role: The Role of the Advocacy PA is to provide administration support to the Advocates and to be responsible for assisting them with the delivery and co-ordination of all advocacy-related projects.

Main Duties:

- General administration such as - filing and retrieval, photocopying handling electronic mail, correspondence and drafting letters.
- Represent the organisation as the first contact at the advocacy office hub.
- To answer telephone calls, log them for monitoring purposes and deal with enquires.
- To produce speedy accurate type written documents from dictation as required.
- Respond in a timely manner to advocacy email and written queries so that clients are quickly informed that their communication has been acknowledged.
- Effective diary management for the Advocates
- To prepare paperwork and reports, undertake research and all the necessary tasks to help achieve the effective and efficient running of the service under the overall direction of the Advocacy Officers.
- Maintain appropriate records and filing systems for the Advocacy Service.
- Update and maintain database records.
- To compile and maintain accurate statistics of the work of the Advocacy Service.
- To produce accurate and timely monitoring reports as required by the Honorary Secretary.
- To support the Advocacy Team with events and community activity as necessary.
- Any other duties as required by the Advocacy Service and its Officers.

PERSON SPECIFICATION

Job title: Advocacy Personal Assistant

Factor	Key Attributes	Importance
Knowledge and Qualifications	<p>Good educational background. E.g. 5 GCSE or equivalent.</p> <p>High standard of English; good spoken and written communication skills</p> <p>Recognised secretarial or administrative qualification, e.g. NVQ 3 in Administration or equivalent experience or relevant experience.</p> <p>Knowledge and experience of audio typing and producing documents to a high standard.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Experience	<p>Proven experience of establishing and updating databases.</p> <p>Experience of the monitoring and evaluation of grant funded projects.</p> <p>Proven ability to communicate at all levels of organisational structures and with individuals.</p> <p>Experience of working in health and social care or the voluntary sector.</p> <p>Experience of working with disabled adults/families.</p>	<p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
Skills and Aptitude	<p>Speed and Accuracy in Microsoft Word, Access, Excel, PowerPoint and Outlook.</p> <p>Ability to work to a high standard, even under pressure and as part of a team.</p> <p>High degree of organisation in working methods.</p> <p>Proven ability to learn new skills and procedures quickly.</p> <p>Enthusiasm and commitment, including a flexible approach and working to deadlines.</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>