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| **Role profile:** |
| **Role title:**  Internship (Female only\*) | **Reports to:** Business Manager |
| **Team:** Administration | **Hours:** 30 hours pw (40 week placement with the possibility of a 10 week extension) |
| **Purpose of the role:** To provide support and basic administrative services for Oasis teams in an engaging and empathetic way that supports work colleagues and service users. |
| **Summary:** The Internship Administrator role can be a first point of contact for many people engaging with Oasis and as such the role will be responsible for providing a friendly and engaging welcome. The role is varied and will include a wide range of administrative tasks, including data entry, ordering and monitoring supplies, managing a diary system. The role also requires an ability to be able to deal with a wide range of people with different needs. |

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| **Responsibilities:** |
| **Communication and Relationships:*** Work as an effective member of the team
* To provide a comprehensive receptionist service that includes welcoming visitors and clients, directing them appropriately, providing refreshments, as well as dealing effectively with telephone calls, emails and taking messages.
* To provide a point of contact that answers general enquiries and provide general information.

**Service commitment and accountability:*** Be confident at undertaking administration tasks
* To operate computerised information systems, maintain data bases and produce data for use in reports.
* Ensure meeting rooms are adequately equipped for purpose.
* To carry out routine health and safety checks and premises inspection reports
* To ensure the reception area and entrance to the building and communal areas are tidy, well maintained and effectively organised
* To support the Business Manager in providing general administrative support. This may include: a ssisting with invoice processing; r esponding to e-mails to the general mailbox; d ealing with incoming and outgoing post; a rranging meetings and updating diary systems; d evelop and maintain filing systems; u pdating noticeboards

**Values and Ethos:*** Demonstrate commitment to the vision and values of Oasis and understand how your own behaviour and actions impact this
* Contribute to maintaining a culture of shared ownership and responsibility that supports Oasis in achieving its overall mission
* Understand and commit to equality, diversity and inclusion best practice
* Be aware of and commit to working in a way that is ‘trauma informed’
* Provide an empathetic and informative welcome to clients

**Child and Adult Safeguarding:*** Be familiar with best safeguarding policies

**Continuous Development*** Reflect on and develop your own practice
* Monitor your own performance to ensure it meets expectations and agreed performance targets
* Make use of supervision opportunities, ensuring there is two-way dialogue
* Participate in training and other development opportunities
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| **PERSON SPECIFICATION**  |
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| **ESSENTIAL CRITERIA:** |
| Psychology undergraduate preferred (but open to other undergraduates) |
| Good communication skills, written and oral |
| Experience in using IT packages including databases  |
| Ability to deal with fluctuating work demands and prioritise own workload |
| Experienced at dealing with sensitive and confidential information |
| To demonstrate an empathetic and enthusiastic attitude whilst at work |
| An understanding and commitment to the principles of equality and diversity |
| To understand the importance of taking responsibility for own behavior and actions |
| To have an understanding of working efficiently, demonstrating excellent organisational skills  |
| Committed to continued professional development including active participation in internal and external meetings and training |
| **DESIRABLE CRITERIA:** |
| To be aware of best practice around confidentiality procedures and a clear understanding of data protection guidelines |
| Experience in being able to recognise indications of substance misuse |
| To have understanding of working in a way that is trauma informed |
| Experienced in front of house receptionist duties |

The post is subject to the satisfactory completion of a Disclosure and Barring Service (DBS - formally CRB) check at an enhanced level. This job description accurately reflects the present position; it may be reviewed and amended but only after a proper period of consultation.

**\*This internship is only open to female applicants as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010**