



Title: Business Support and HR Administrator
Location: Redcar and Cleveland
Employment Terms: Fixed Term- max 20 hours per week (negotiable)
Service Area: The Link Charitable Trust
Reporting to: CEO
Accountable to: CEO
Banding: Agenda for Change (AfC) Band 5 - point 16 - 23 (£13,280-£16,328)
(£12.77- £15.70 per hour)

The Link Charitable Trust (LCT) is a Redcar based charity working with children, young people, families and vulnerable adults. We support individuals to make positive changes to their lives through a range of emotional, social and wellbeing activities and services within the community. We offer open access to support, advice and guidance, for as long as it is felt to be needed.

Job Purpose

The role of Business Support /HR is to work within The Link Charitable Trust providing ongoing support to the Chief Executive Officer, Project managers and the Board of Trustees. This will include processing payroll, maintaining finance systems and updating company cash flow and financial forecasts. This role will also involve maintaining and developing the company's current HR functions and coordinating all HR activity.

Main Duties and Responsibilities

- Day to day operations of the HR function and duties.
- Responsible for inputting and updating the HR database to capture all employee data to support accurate HR data reporting and report back to the management team.
- Overseeing staff attendance and absence monitoring, in conjunction with project managers.
- Support the recruitment and selection process, writing job descriptions and preparing interview questions and application forms etc.
- Preparation and delivery of the induction process for new employees.
- Administration of the performance appraisal system that drives high performance.
- Administration Identify training opportunities within the staff appraisal system in collaboration with CEO and project managers.
- Administration of employee-related paperwork, such as employment contracts, new starter packs, or formal notices of termination and other relevant documentation.
- Continuously monitor and review policies, forms and procedures and ensure they are available on the relevant systems and report back to the management team with any changes, to support the needs of the business.

- Update internal induction documentation to reflect external service pathways to ensure effective signposting/identification is embedded into service delivery.
- Collaborating with managers in the business, to ensure the smooth running of the company from a people perspective.
- Handling highly confidential information in an honest and trustworthy way.
- Ensure all members of the team are familiar with GDPR policies, and gain full staff sign-off of GDPR Policies and Procedures.
- Support CEO and project managers with grants/ bids gathering reports for evidence.
- Track expenditure on grants to report back on projects and maintain the organisation's financial records in line with policy, procedures, funding and monitoring requirements.
- Responsible for tracking incoming and outgoing invoices, to ensure the company financial forecast is up to date and accurate in collaboration with CEO and project managers.
- Monthly filing and reconciling company accounts and coding through accounting systems (XERO).
- Administer payroll and payroll records and keep accounts apprised of any changes.
- Administration and management of Petty cash
- Ensure structure and governance is embedded into the service, with full engagement and dedication of all board members. Funding for capacity to ensure governance is robust, monitored, reviewed and refreshed where needed and review of Memorandum of Articles and Organisation legal status to ensure best fit in collaboration with CEO and Project Managers.
- Planning for sustainability and diversification of funding/income. Work with external consultants for service development and identified tasks from Strategic plan aligned to Job Roles/Appraisals in collaboration with CEO and Project Managers.
- Preparation for and attendance at Trustee Meetings.
- Organise and store paperwork, documents and computer-based information.
- Create and maintain filing and other systems.
- Ensure the smooth and adequate flow of information within the company to facilitate other business operations.
- To maintain high standards of data capture by ensuring data entered on systems are accurate and timely.
- Preparing letters, presentations and reports.
- Assisting with Fundraising activities
- Required to undertake other duties commensurate with the role as required by business need, not specified in the job description.

Monitoring, Evaluating and Developing Service Provision

- Assist the CEO in the monitoring, evaluation and development of the service with the tools and methodology provided for such.
- As appropriate, contribute to the development and learning of other service providers with regards to improving outcomes for children and young people within the service.
- As appropriate, assist in the development and production of resources for the benefit of children and young people.

- Support children and young people to be involved as much as appropriate (according to age and understanding), with regards to involvement in the monitoring, evaluation and development of the service.
- In the absence of the line manager, assist in ensuring service delivery and development is maintained to a good and professional standard at all times.

Administration and Finance

- Contribute to the day to day administration and running of the service, including appropriate keeping of all records relating to the users of the service, administration and finance, security and confidentiality of information/communication.
- Share appropriate information with children and young people, staff and volunteers and other agencies in accordance with the rules of confidentiality and protection of data.

Work with Other Staff/Agencies

- To liaise effectively with other local providers, including statutory, voluntary sector organisations and third sector organisations on behalf of the child, young person or family.
- To build effective working relationships with other local children's mental health providers including statutory and third sector CaMHS and support the development of pathways of support.
- Present the users of our service and the service overall in a positive and professional manner, not bringing the service into disrepute.
- As appropriate, represent the service and provide a positive service perspective at relevant inter-agency meetings (or other forms of joint working or training).
- Liaise with other staff and agencies to further meet the needs of children and young people in accordance with the service criteria, policies and procedures.
- Take part in the delivery of training (as appropriate), consultation with and guidance to, others, pertaining to the level of development.

Safeguarding

- Responsible for safeguarding children and promoting the welfare of children and young people at all times and operating within local policies and procedures.
- Under guidance and support taking appropriate safeguarding action to protect children and young people at risk of significant harm.
- Under guidance and supervision to identify and support families in accessing Early Help Services.

- To share appropriate information with parents/carers or other agencies regarding the child's wellbeing and progress keeping within the boundaries of Confidentiality and Information Sharing protocols.
- Ensure consent obtained and checked prior to sharing information, except in situations of safeguarding.

A Professional and Ethical Service

- To undertake relevant Continuing Professional Development as required for the purposes of continued professional accreditation or registration and as identified through The Link's professional development and Appraisal system.
- To undertake supervision and case management as per The Link's supervision policy and in line with the appropriate professional body.
- To work within The Link Charitable Trusts GDPR and Information Governance policies and procedures.
- To ensure safe and secure working environment for self and others and to take action as necessary within Health and Safety and other guidelines.
- To adhere to all The Link Charitable Trusts Policies, Procedures and Guidelines.
- To promote and value the rights, responsibilities and diversity of people using the service.
- Promote and act in accordance with the service action plans with regards to equal opportunity and non-discrimination.
- Undertake training, supervision and appraisal to provide a high standard of service in a learning, innovative and continuous personal development environment.
- To promote the safety of children and young people to further the aim of preventing abuse or the risk of abuse.
- To act in a professional manner at all times whilst representing the service.
- Undertake other duties and responsibilities as required from time to time, commensurate with the post.

Other

- Mapping/updating of existing local services for signposting and review/update existing service directory. Continue to welcome spotlight sessions for external providers during whole team meetings or attend their team meetings.
- Regular promotion and marketing of children's mental health, prevention and early intervention linking in with local/national campaigns
- Work in partnership with The Link CIC

This job description is designed to identify principal responsibilities only. The post holder is required to be flexible in development of the role in accordance with changes in The Link's organisational objectives and priorities.