

# Area Administrator – Personal Support

February 2023



## About you

A passion for people and for ensuring an exceptional colleague experience

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“We are the glue that keeps the area together and running smoothly; it’s difficult to imagine a more varied job role” – Maria

## What you will do

- Support local teams and colleagues as directed by the Regional Administration Manager, to provide high quality, timely administrative support across the region in line with Mencap procedures and current processes, eg. resourcing, procurement, on-call rota.
- Efficiently use IT systems and provide coaching and support to other colleagues and volunteers in their use where required.
- Prepare and format letters, presentations and reports as requested, using Mencap templates where available.
- Co-ordinate meetings and events which may include organising venues, liaising with attendees, hotel and travel arrangements.
- Take accurate notes of meetings, for example discipline or grievance hearings, area meetings.
- Support the distribution and collation of information and survey requests as directed by the Regional Administrator.
- Support local teams to ensure all filing systems are digitised and maintained in line with Mencap guidelines.
- Work effectively to create and maintain successful and productive working relationships with a broad range of stakeholders, including enabling teams, operational teams and managers.
- Support any temporary administration needs as required across Personal Support.



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## What you will bring

- A commitment to improving the lives of people with a learning disability.
- A strong team ethic, with the ability to work on your own initiative when needed.
- Integrity and professionalism.
- Highly effective communication skills.
- IT knowledge and skills in Office 365 applications.
- A commitment to personal development, embracing new ways of working and actively engage in wider Mencap activities.
- An ability to challenge working practices which duplicate tools, resources and information already available through Mencap IT systems.

## Your experience

- You will have worked in an administrative support role or a role with transferrable skills.
- You will be confident using a range of IT systems, including Office 365.
- Previous experience of working with people with a learning disability is desirable but not essential.
- Experience of working alongside a geographically dispersed team is desirable but not essential.

**If you are a dynamic, enthusiastic,  
brilliant people person -  
we'd encourage you to apply!**

“The right attitude and living our values is really important. You need be willing to learn, grow and change for yourself and for Mencap's future.” Dean

## Who you can expect to work with

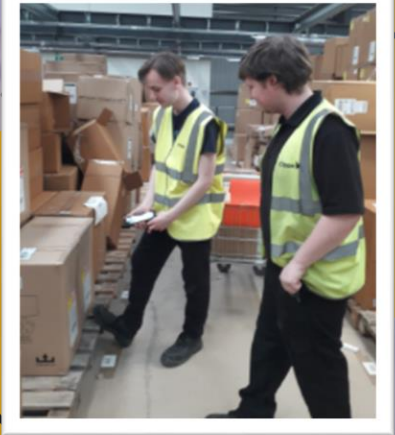
Colleagues from across the organisation

Regional and local operational managers, teams and volunteers

External contacts and potential colleagues

Line manager and other administrative colleagues

Colleagues from other Directorates who support your work



## Mencap's values and how they apply to this role

We are  
**Passionate**  
about making  
the world a  
better place

You will have a genuine passion for supporting an operational team to work effectively.

We are  
**Inclusive**  
of everyone

You will demonstrate an inclusive approach in your work.

We are  
**Brave**  
we challenge  
and try new  
things

You will bravely challenge working practices that do not fit within your role.

We are  
**Positive**  
in our work  
and with each  
other

You will have a positive approach to your role and how you fit into the wider organisation.

We are  
**Kind**  
to everyone

You will be kind, supportive and encouraging to everyone you interact with.