

# Role Profile: Area Administrator (Employment and Personal Development)



## What you will do

The Administrator will provide the Employment and Personal Development (E&PD) services with high quality, effective and cost-efficient administrative support and to contribute to the smooth running of the services by ensuring coordination of activities across E&PD teams and other work streams.

- The Administrator will work as part of a team and is expected to work effectively and collaboratively with all colleagues, including the wider E&PD team and across workstreams, to deliver high quality and efficient service to all customers.
- The Administrator will take pride in their work, ensuring consistent and accurate application of processes to obtain the end results right first time. Takes responsibility for own learning, acknowledges areas of personal development and positively accepts and acts on feedback. Follows agreed processes and procedures and positively suggests ways of improving the quality of the service.

## About you

A passion for people  
and for ensuring an  
exceptional  
colleague experience

Candidates from all  
backgrounds welcome!  
We are looking for people  
with a passion and drive  
to improve the lives of  
people with a learning  
disability.

## What you will bring

- Excellent interpersonal skills and professionalism
- Excellent communicator both orally and written
- Able to cope well when under pressure from competing priorities, unpredictable requests and interruptions
- Be positive about working for Mencap
- Able to work outside normal office hours on occasion
- Ideally have experience of working within a secure and confidential environment
- It is desired that the successful candidate will have an understanding of the issues facing people with a learning disability

## Your experience

- Good working knowledge of office systems and confident in using Microsoft packages (e.g. Word, Excel, Access, PowerPoint)
- Ability to competently compose letters and documents on behalf of others in line with protocols
- Ability to liaise with staff at all levels, both internal and external contacts and work well with all of your colleagues
- Ability to work efficiently when under pressure
- Highly organised, excellent time management and can prioritise self and others
- Able to travel to other Mencap locations on occasion

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## More information about the role

- The Administrator will provide an exceptional professional service in dealing with internal and external customers and stakeholders, including people with a learning disability and families, ensuring that the quality of service is maintained at all times. The Administrator will be able to independently deal with issues, complaints and queries effectively, highlighting risks and issues promptly.
- The Administrator will respond positively to business change and in supporting change. Supports colleagues to implement and ensure speedy and successful implementation. Promotes the benefits of and reasons for change to others.
- This role requires the ability to occasionally work outside normal office hours and travel to other Mencap locations.

Join the team and be part of an organisation passionate about making the UK the best place for people with a learning disability to live happy and healthy lives.

## What will Mencap give you

- A rewarding and challenging role where you can make a positive impact on the lives of people with a learning disability
- Passionate and driven colleagues that work to Mencap's values
- Business mileage expenses will be reimbursed

## How to apply

Please apply with an up to date CV that demonstrates your skills and experiences relevant for this position.

If you require any further information please contact our Recruitment Team on 01733 246699



# Who you can expect to work with

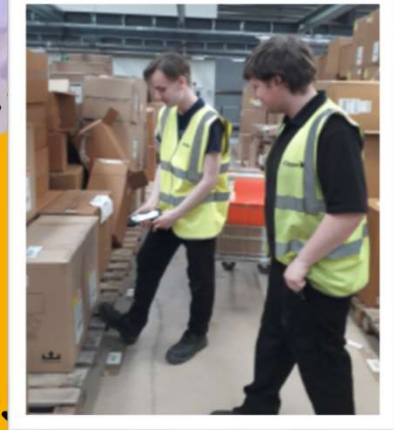
Colleagues from across the organisation

Service managers and their teams

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 be passionate about how you and your team can improve the lives of the people with a learning disability, reflecting always how you and your team can learn and improve

We are

**Inclusive**

of everyone

You will be inclusive by making sure that you support all Mencap colleagues and volunteers. Within your team you will work to make sure all voices are heard, and different views listened to

We are

**Brave**

we challenge and try new things

You will be brave by encouraging people to have big ideas about what would make their team the best place to work, and you will test things out and learn from mistakes

We are

**Positive**

in our work and with each other

You will be positive in how you work with your team. You will encourage them to share their own ideas and encourage honest and open conversations about what could be better

We are

**Kind**

to everyone

You will be kind and considerate in all your interactions, and will call out any behaviour that is not, so that people feel it is a safe place to work