

**CONFIDENT**  
I've made the  
right choice



## Job description

<b>Job title:</b>	Supported Internship Administrator
<b>Reports to:</b>	Programme Coordinator
<b>Management of:</b>	n/a
<b>Directorate:</b>	Inclusive Communities and Partnerships
<b>Job family:</b>	Lifestyles and Work
<b>Location:</b>	XXXX
<b>Role specific requirements:</b>	Some travel may be required

### Purpose of the role:

The role will provide comprehensive administrative support to the Programme Coordinator for the Supported Internships programme.

They will provide direct office and operational support and be responsible for coordinating administration for the team including but not limited to processing application and claims paper work, inputting data on central databases (including finance data and use of learner management system), ordering stationary and office supplies, processing timesheets, keeping up to date information on training and compliance for the team, processing invoices and keeping up to date and accurate data for reporting purposes.

The role is based at the XXXXX office however travel may be required as and when needed for supporting team members at external meetings.

### Key responsibilities

- Maintaining accurate information through input on to any central databases for Access to Work claims. Sending out Access to Work Application Forms, completing claim forms using WEX timesheets and ensuring signatures are gained from staff and learners or their appointees.
- Monitoring the debt for both Access to Work and Element 3.

- During referral period enter all new learner's details onto the YETI database and maintain the database on a weekly basis.
- Analysing weekly reports from the YETI to identify any discrepancies or gaps in data and work closely with the Programme Coordinator to address and resolve them
- Support the PC in adhering to statutory deadlines for EHCP annual reviews by ensuring that all required paperwork is completed, updated, and submitted within the designated timeframe.
- Collaborating with local authorities to secure named plans and serving as a primary point of contact for any concerns or inquiries related to Element 3 payments.
- Facilitate the procurement of Element 3 agreements & schedules from local authorities by contacting the Commissioning Team at Local Council and acquire a Purchase Order number to enable the Element 3 invoices to be raised by Mencap ARForms as necessary.
- Collecting payment schedules from local authorities, diligently monitoring payment status, generating internal invoices as needed, and ensuring timely invoicing of local authority element 3 payments according to designated timeframes.
- Registering learners on English and Maths qualifications as appropriate with the awarding body.
- General administration for the team, including but not limited to; printing, posting, scanning, archiving, inputting data for reporting purposes, organising meetings and room bookings, completing applications and paperwork, processing invoices, minute taking, stationary ordering and corresponding to and sending communications to parents and learners.
- Gather and disseminates information accurately, efficiently, and effectively.
- Monitor and update the team regarding licences, training, insurance etc that is due to expire.
- Ensure the office is compliant with health and safety, completing accident/incident forms when required.
- Demonstrate a willingness and ability to positively represent Mencap both internally and externally.
- Make sure the teams are kept up to date on activities and have access to the information they need in a timely fashion.
- Scrutinise YETI reports, identifying gaps and working with the PC to meet compliance standards.
- Respond to queries from parents and/or local authorities, signposting appropriately.
- Respond to team emails
- Facilitate the accurate capture of tracking data when learners leave the programme.
- Demonstrate an understanding and awareness of GDPR (General Data Protection Regulation) processes and guidelines, ensuring compliance with data protection laws and regulations in all job-related activities.

---

## Our values

---



You will role model our five values in all your work activities.

## Switched on about learning disability

---

We expect our people to be up-to-speed with the current world of learning disability, know about the challenges and realities people face and understand the impact Mencap is trying to bring about.

## Collaboration

---

We expect people to be brilliant at collaborating across teams, functions, service types and perspectives so that people with a learning disability and their families receive the joined-up support they need. People will know and love all that Mencap does, not just the work they do.

## Final comment

---

This job description is not exhaustive and reflects the type and range of responsibilities and outcomes associated with this role in Mencap.

## Person specification

---

Skills & abilities	Essential/Desirable
Ability to develop and maintain effective working relationships at all levels within and outside an organisation	E
Strong organisation and communication skills	E
Ability to summarise and communicate complex information to a broad range of audiences	E

Ability to manage a workload to meet deadlines and targets	E
--	---

<b>Knowledge and experience</b>	<b>Essential/Desirable</b>
---------------------------------	----------------------------

Experience of working with people with a learning disability	E
Experience in administration in education setting	D
Experience of using Outlook to support with diary management	E
Experience of multitasking while working to tight deadlines	E
Experience of One Drive and other IT systems and tools (Word and Excel) to provide administrative support	E
Knowledge of, or demonstrable willingness to learn about, the key issues relating to people with a learning disability	E

<b>Qualifications</b>	<b>Essential/Desirable</b>
-----------------------	----------------------------

A-C (9-4) GCSE qualifications (or equivalent)	D
---	---