

Admin Co-ordinator

Job Description & Person Specification

37.5 hours per week – core hours will be from 8.30am to 4.30pm (part time and flexible working requests are welcome)

£22,500 to £25,000 per annum (pro rata for part time) depending on experience.

Great Western Credit Union (GWCU) is a mission-led co-operative financial services social enterprise dedicated to making people and neighbourhoods across the South West better off through working together to provide ethical savings and fair loans. We offer financial services in a way that is fair and inclusive, and that strengthens our local communities and economies.

The purpose of this job is to support the GWCU team, including the Senior Leadership Team (SLT) and the Board through providing day-to-day administration, co-ordination and executive assistance to enable the credit union to continue to develop in accordance with GWCU's values. This is a varied and interesting job for a natural organiser and communicator, and involves a wide range of activities.

Having delivered a new digital platform in November 2020 as well as having implemented a number of other digital initiatives 2021 and 2022 we need to continue to embed new ways of working throughout the teams, making sure that change and innovation becomes a part of our everyday work, and consolidating our organisational achievements.

Premises administration

- Co-ordinate the access to GWCU's premises, including:
 - maintaining key-holder register,
 - allocating and removing access tokens,
 - ensuring that a key holder is present at the start and end of each working day,
 - managing a rota for car park usage,
 - ensuring that teams remain aware of their responsibilities for safe resourcing across locations.
- Act as the point of contact for any premises related issues:
 - Ensure that issues are captured and that they are escalated where necessary.
 - Arrange the maintenance and testing of our security and safety and other equipment.
 - Take action to resolve issues as they arise, including by engaging with a roster of suppliers for individual services which support GWCU's premises.
- Co-ordinate day-to-day housekeeping requirements:
 - Arrange for regular cleaning using GWCU's external cleaning service.
 - Ensure that kitchens, bathrooms etc are adequately stocked with essential items.
 - Identify any issues that arise and deal with these as appropriate and/or escalate to SLT where necessary.
- Ensure the offices are fully equipped, including co-ordinating the ordering of new IT equipment to ensure that it meets GWCU's requirements and that desk spaces are provided 'ready to go' in liaison with GWCU's teams.
- Provide day-to-day support for York Court Management Company Ltd. This separate, but associated company, provides oversight of landlord matters for GWCU's York Court premises and collects fees/payments from long leaseholders as landlord. The role holder will manage this work.

- Maintain health and safety register and ensure that any issues are escalated as necessary.

HR administration

- Provide day-to-day support for SLT, managers and leads with GWCU's HR platform, including ensuring that tasks are completed where necessary and that any issues with the platform are raised with and addressed by the supplier.
- Co-ordinate GWCU's payroll:
 - Liaising with external payroll provider to ensure that any changes to payroll are captured in good time for processing.
 - Ensure that changes are only made in accordance with GWCU's policies.
 - Check that payroll returns from the external payroll provider match with the requested changes, and liaise with the Head of Finance to ensure that payments are made in a timely manner.
- Work with external specialist HR support to ensure that GWCU's HR policies are reviewed regularly and amended in line with organisational requirements and any legal/regulatory changes, with changes and recommendations clearly communicated to SLT for signoff.
- Co-ordinate engagement with external specialist HR support in order to address any issues that arise which are outside of GWCU's internal HR management scope.
- Liaise with GWCU's external training platform provider to ensure that training is kept current and that any requirements outside the platform are sourced in line with GWCU's policies.
- Ensure that all colleagues are aware of any mandatory training they must complete, and manage delivery, including reminders to people who haven't completed activities and regular reporting on training to SLT.
- Co-ordinate recruitment activities:
 - Liaison with internal and external partners to advertise vacancies.
 - Engage with recruitment consultants where appropriate.
 - Initial sifting versus criteria to ensure that the most suitable candidates are reviewed by recruiting manager.
 - Diary management for interviews.
 - Where offers are made ensure that these are issued in accordance with GWCU's policies.
 - Liaise with external provider to ensure that all background and reference checks are completed adequately prior to confirmation in post.
 - Ensure that any general systems access such as training and HR platforms is in place and that all HR records are properly completed for new starters.
- Co-ordinate employment and on-boarding activities, including:
 - colleague induction.
 - ensuring that the necessary equipment and desk space is in place.
 - ensuring that all colleagues have an up to date contract, and that written records are maintained of any amendments and confirmation provided to colleagues.
 - Maintain standing data in HR systems such as employee contact information.
 - Ensure all user accounts and records are properly closed down when colleagues leave GWCU and that any access to GWCU premises is closed off as well as ensuring that line management/functional area heads complete exit interviews/feedback processes.

Executive assistance

- Arranging meetings and travel as required for SLT, including some diary management.
- Maintain GWCU's policy review log, ensuring that policies are reviewed to schedule, that updated versions are properly recorded, and that version control is maintained at all times.
- Working with SLT and the Board:
 - Co-ordinate reports, ensuring that they are produced in a timely manner and that they are fit for purpose.
 - Act as central point for SLT and Board correspondence, ensuring that correspondence is dealt with in a timely manner by the relevant person.
 - For face-to-face Board meetings set up room and clear away afterwards, including any agreed refreshments.
 - Deal with Board and SLT expenses and ensure that they are in line with policies before submission to Finance team for payment.
- Lead on the preparation for the Annual General Meeting, including arranging venue, recording attendance, collating feedback.
- Work with SLT to provide ad hoc support with research, preparation of documents, letters, reports and presentations.
- Maintain electronic filing systems.
- Support the development and implementation of GWCU's culture and values.

Management and Supervision

The post holder will work closely with SLT and will report to the CEO.

There is no supervisory/management responsibility with this role.

Special Notes or Conditions

- This job description has been prepared to meet the particular circumstances which currently apply. Whilst the job purpose will remain constant the accountabilities may vary. In this respect the job description will be reviewed periodically and may be modified to reflect the needs of the GWCU.
- The post holder must be flexible from time to time to vary and change her/his work routine and work outside normal working hours where necessary. In particular monthly Board meetings are held in the evening and attendance at these is likely to be mandatory, particularly where they are face-to-face.
- The post holder's normal place of work will be GWCU's York Court premises but s/he may be required to work between various locations in undertaking the duties of the post.

Knowledge, Experience and Skills

Essential

- (i) Minimum level 3 (for example A-Levels or NVQ3) qualification (or equivalent experience).
- (ii) Strong organisational, prioritisation and time management skills.
- (iii) A good level of verbal and written communication skills.
- (iv) Ability to build and maintain good working relationships and networks with colleagues at all levels.
- (v) High level of accuracy and attention to detail.

- (vi) Ability to maintain discretion and confidentiality.
- (vii) Excellent IT skills – Microsoft packages (Outlook, Word, Excel, PowerPoint) at Intermediate/Advanced level.

Desirable

- (i) Credit union experience
- (ii) Professional qualification in administration or personal/executive assistance.
- (iii) Familiarity with Microsoft Teams and SharePoint.

Benefits

Flexible working in a positive, supportive environment. Private health insurance and health cash plan; GWCU pension contributions on total earnings;. Living Wage Foundation accredited employer; 3x salary death in service benefit; long-term sickness salary insurance; ClimatePerks extra time off for low carbon travel; interest free season ticket loans.

Great Western Credit Union is a regulated financial services provider, authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. This post may be subject to regulatory Certification requirements under the Senior Managers Regime.