

JOB DESCRIPTION

JOB TITLE	Admin Co-ordinator
REPORTING TO	Finance Manager
DIRECT REPORTS	Admin Assistant and Services Assistant
LOCATION	Leeds
HOURS	30-35hrs per week
SALARY / BAND	£30,211 (pro rata for 30hrs)
CONTRACT	Permanent

About Leeds GATE

Leeds Gypsy and Traveller Exchange (Leeds GATE) is a brave and creative, member-led organisation working alongside Gypsies and Travellers across West Yorkshire. We work to improve quality of life, challenge racism and inequality, and create lasting change. We deliver advocacy, family support work, youth work, education support and community development. We work in partnership to improve the systems and services that shape outcomes around homes, health, education and inclusion. Our members are at the heart of our organisation. We build trusted relationships, support people to build confidence and help themselves, and create opportunities for members to shape our work and the decisions that affect them. We believe people should be safe, have their privacy respected, their culture valued and that everyone should be treated equally and included.

Job Purpose

The purpose of the role is to support the smooth running of the organisation. You will work closely with the CEO, Director of People and Operations, Finance Manager and the Facilities Coordinator and provide administrative support to the Senior Leadership Team.

You will work closely with the Director of People and Operations to ensure that our admin support, care of post and first point of contact services work well together and create an excellent offer for our members and staff.

You will involve our members in making decisions about how the services are delivered. You will work with partners to deliver your work and make sure that our members have access to a wide range of services.

Main Duties and Responsibilities

Staff Management / Team Working

- Line manage allocated staff and volunteers, including providing regular supervision, supporting day-to-day performance and individual wellbeing, and ensuring relevant organisational policies and procedures are followed.
- Coordinate administrative support across the organisation and work closely with colleagues so that admin, Care of Post and first point of contact services work well together.
- Have an excellent understanding of the work across all Leeds GATE teams and be able to confidently explain and refer into these, ensuring members receive the full benefit of our offer.

Working with our Members

- Coordinate admin, Care of Post and first point of contact services so that members receive a welcoming, accessible and effective service.
- Build positive relationships with members and involve them in shaping and improving member-facing administrative services.
- Coordinate appropriate responses and referrals so members can access the wider Leeds GATE offer.

Fundraising and Budget Management

- Manage activity budgets within your area of work and ensure financial processes and procedures are followed.
- Contribute to the development of funding bids and reporting by providing detailed, accurate information and evidence from your area of work.

Project Management

- Manage individual administrative projects within your area of work, including monitoring and review of operational contracts, facilitation of governance support functions, allocation of agreed tasks and keeping project documentation up to date.
- Fill in monitoring forms for projects on time and to a good standard.

Risk Management, Safeguarding and Quality

- Ensure administrative and member-facing services within your area are appropriately risk assessed, safe, secure and accessible, and organisational processes and policies are followed.
- Follow quality assurance processes as directed by your Team Leader/Manager.
- Identify and respond appropriately to safeguarding concerns in line with Leeds GATE safeguarding procedures, raising concerns with your line manager or safeguarding lead as required.
- Maintain confidentiality and handle personal and sensitive information appropriately, including HR, DBS and member information. Support the Data Protection Officer to ensure the organisation is legally compliant with GDPR and employment law.

Partnerships, Strategy, Research, Consultation and Training

- Work with service providers and partner organisations to improve administrative and internal services for Leeds GATE staff and members.
- Provide high-quality governance and administrative support to the Board, CEO and senior leadership colleagues.
- Contribute knowledge and experience from your area to organisational development, research, consultation and training when required.

General Responsibilities

- Attend relevant staff, team and other meetings as needed.
- Prepare for and take part in regular supervision.
- Follow Leeds GATE policies, procedures and terms of employment.
- Take part in training and personal development needed for your role.
- Help Leeds GATE run well, including supporting organisational events and providing reasonable cover when needed.
- Work outside normal office hours when needed for the role, including occasional evenings or weekends.
- Positively represent Leeds GATE in your work with members, partners, funders and other stakeholders.
- Undertake other duties appropriate to the level and responsibilities of the post.

PERSON SPECIFICATION

Education & Training

Criterion	Essential	Desirable
Relevant safeguarding training, appropriate to your roles	✓	
Relevant HR administration or safer recruitment training.	✓	

Knowledge & Understanding

Criterion	Essential	Desirable
Understanding of Gypsy and Traveller communities or other marginalised communities, including barriers and inequalities people may face.		✓
Knowledge and understanding of safeguarding, including how to recognise concerns and what to do if you are worried about someone.	✓	
Knowledge and understanding of HR administration and safer recruitment processes.	✓	

Experience

Criterion	Essential	Desirable
Experience of working with Gypsy and Traveller people and/or people who experience inequality.		✓
Experience of working with people in community settings, outside an office.		✓
Experience of assessing and managing risk within an area of responsibility, including completing risk assessments and taking appropriate action in response to identified risks.	✓	
Experience of representing an organisation at meetings, working on shared projects and following through agreed actions.		✓
Experience of independently co-ordinating an area of work, planning and making decisions	✓	
Experience of supervising staff and/or volunteers.	✓	
Experience of delivering and improving high-quality administrative support services and systems.	✓	
Experience of HR administration, including recruitment, onboarding and maintaining HR records or systems.	✓	
Experience of governance support		✓

Skills & Behaviours

Criterion	Essential	Desirable
English and maths skills needed to do the role.	✓	
IT skills and ability to use the software and systems needed for the role.	✓	
Able to build positive, trusting relationships and treat people with kindness, dignity and respect. Able to be person centred and flexible to overcome barriers people face to taking part.	✓	
Able to listen to members, involve people in decisions that affect them and support people to have their voices heard.	✓	
Able to recognise and build on people's strengths, skills and knowledge, helping people build confidence	✓	
Able to communicate honestly and clearly and with kindness, work well with others and raise problems or ask for help when needed.	✓	
Able to reflect on your own work, acknowledge mistakes, learn from feedback and try different approaches.	✓	
Able to work in a trauma-informed way and understand how people's life experiences may affect how they feel, think and behave	✓	
Able to respect people's identity and culture, recognising and challenging racism and inequality appropriately.	✓	

Practical Requirements

Criterion	Essential	Desirable
Able and willing to work outside normal office hours when needed, including occasional evenings or weekends.	✓	
Able and willing to travel to different places as needed for the role.	✓	