

Job Description
Online Directory Administrator



Service:	NEL VCSE Alliance (Alliance)
Responsible to:	VCSE Alliance Trustee Board but through a matrix management agreement on a day to day basis
Salary:	£12,350
Normal hours of work:	22.5 hours per week (worked flexibly)
Holiday entitlement:	25 Working days + Bank holidays (calculated pro rata)
Place of work:	North East Lincolnshire
Contract length:	2 year fixed term contract – subject to funding
Additional Benefits:	Contributory Pension

Job Summary – Main purpose of the post:

The NEL VCSE Alliance (hereinafter 'the Alliance') is a community-led organisation that works with partners from all sectors to support the growth and spread of social action. Our approach promotes an ethos of good neighbourliness, where people are supported to develop and deliver their own community life in their own neighbourhoods.

We are now recruiting for the post of Online Directory Administrator, an exciting and rewarding role that will support the successful delivery of the Alliance's Strategy and its community programmes.

The Alliance objectives include:

- Working with partners to develop and support access to skills and confidence building to encourage people to be active in their local communities, promoting community resilience and self-reliance
- Developing a simple community commissioning model that provides a mechanism for resourcing the delivery of capacity building and place based social action
- Developing their ongoing strategy and internal business processes in support of the wider VCSE sector

As Online Directory Administrator, you will ensure the effective, accurate and responsive administration of online directories, supporting the development, initial set up and maintenance of the 'Simply Connect' social prescribing database and maintaining the Live Well NEL online adult services directory and referral system.

Key Tasks and Responsibilities:

As the Online Directory Administrator, you will;

1. Support the development of Live Well NEL adult services directory, including review and refresh of existing data/content
2. Use the 'Simply Connect' social prescribing software to support clients requiring further contact, communication or support, liaising with Social Prescribing Co-ordinators/Link Workers as required
3. Maintain the database and promote volunteering through the Simply Connect platform
4. Develop mechanisms to effectively manage new applicants to join both online directories
5. Act as the central point of contact for enquiries about referrals to the online directories
6. Undertake desk-based research to establish the inclusion of a wide range of community support services for inclusion within online directories, focusing on key areas
7. Take the lead in ensuring that online databases are accurate and up-to-date
8. Become familiar with volunteer policies and procedures, including risk assessments
9. Maintain regular contact with organisations, checking contact details and updating the database accordingly
10. Support organisations to list volunteering opportunities checking contact details and updating the database accordingly
11. Support with monitoring and evaluation, such as collecting feedback and producing reports
12. Conduct general associated administrative tasks
13. Handle sensitive and personal data in line with GDPR
14. Take personal responsibility for contributing to high quality standards in customer relations, service delivery and communications
15. Help with displays, events and conferences to promote the service
16. Attend staff meetings and training, as required
17. Attend regular meetings with management
18. Any other administration, communication, or support tasks at an appropriate level to support the effectiveness of the Charity

Person Specification – Online Directory Administrator

Requirements	Essential/ Desirable	Method of Assessment
(a) Highly competent and experienced with IT, including Microsoft programmes and sector specific systems/software and able to troubleshoot problems.	E	Application / Interview
(b) Proven experience of working within the VCSE sector.	D	Application / Interview
(c) One years' experience in administration in a busy office environment to include responsibility for uploading and managing data.	E	Application / Interview
(d) Excellent administration skills; fast and accurate typing; highly organised; good verbal and written communication, efficient and very thorough.	E	Application / Interview
(e) Experience of working with databases, including data entry with a high level of accuracy and speed and good knowledge of data protection.	E	Application / Interview
(f) Good knowledge of GDPR.	D	Application / Interview
(g) Good knowledge of volunteer policies and procedures.	D	Application / Interview
(h) Excellent telephone manner, articulate and skilled communicator able to provide information to people possibly with communication issues.	E	Application / Interview
(i) Able to provide a high level of customer service, ideally with customer service experience	E	Application / Interview
(j) Personal commitment to equality and diversity across society	E	Application / Interview
(k) Friendly, proactive, cheerful and positive team member	E	Application / Interview
(l) Ability to work on your own as part of a busy team	E	Application / Interview
(m) Highly organised and flexible	E	Application / Interview
(n) Ability to manage competing demands and use initiative to solve problems	E	Application / Interview
(o) Assertive and resilient	E	Application / Interview