

Digital Hub Administrative Assistant Job Description



Line manager: Digital Hub Manager

Direct reports: None

Diversity Commitment

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve and applications from people from under-represented groups are particularly welcomed.

The Role

PACT has developed a unique online support and information service for adopters, special guardians, foster carers and the professionals who support them called CATCH – Children and Trauma Community Hub (formerly known as The Adopter Hub). This role will provide the administrative support needed to continue the efficient running of the service for our users and good customer service for our partners. This role will also be responsible for providing administrative support for the upcoming Bounce Hub which provides domestic violence support and training.

Key tasks

<input type="radio"/>	Monitor the digital hub inboxes, responding to enquiries in a timely manner with a customer service orientated approach
<input type="radio"/>	Respond to login requests; setting up logins for our users and contacting users and partners for verification when needed
<input type="radio"/>	To maintain a good relationship with Hub partners, providing regular user reports and responding to any enquiries in a timely manner
<input type="radio"/>	To provide regular Hub and Google Analytics reports for the Hub team

<input type="checkbox"/>	To have a good understanding of partners including their contract dates, user allocations and contract specifications
<input type="checkbox"/>	To manage webinar attendee lists and send certificates to attendees
<input type="checkbox"/>	To maintain Hub excel spreadsheets
<input type="checkbox"/>	To maintain the CATCH individual subscription service, including Paypal reports
<input type="checkbox"/>	To support service users who have issues in accessing the Hubs

Other Duties

<input type="checkbox"/>	To undertake any other duties deemed commensurate with this post as directed by the line manager.
<input type="checkbox"/>	To take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work.
<input type="checkbox"/>	To safeguard and protect vulnerable adults and children in accordance with PACT's policies and procedures at all times.

Person specification

Essential Attributes	
<input type="checkbox"/>	Demonstrable customer service skills and can positively promote PACT to others
<input type="checkbox"/>	Good interpersonal skills with the ability to listen and communicate effectively. Fluent in written and spoken English
<input type="checkbox"/>	Is organised and proactive in managing a busy workload and can plan and prioritise efficiently, whilst remaining positive and adaptable either working as an individual or collaboratively within a team
<input type="checkbox"/>	Responds to changing priorities and challenges, with an open mind and flexibility, and adopts a creative approach to solutions
<input type="checkbox"/>	Is organised and proficient at working to deadlines. Can plan and prioritise efficiently; whilst remaining positive and adaptable either working independently or collaboratively within a small team
<input type="checkbox"/>	Produces work with a high level of accuracy and attention to detail
<input type="checkbox"/>	Communicates clearly to others with varying levels of technical skills

O	Proficient in use of Microsoft Office: Outlook, Word, Excel, database systems and virtual tools: Teams and Zoom
O	Shows willingness to participate in and contribute to other Hub team activities and wider PACT activities
Desirable Attributes	
O	Experience of working within the voluntary sector
O	Understanding of adoption or the challenges facing adopted children and their families

PACT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Anyone joining our team is subject to PACT's Safer Recruitment pre-appointment enquiries. These include the provision of documentation of the right to work in the UK, Disclosure Barring Service (DBS) check, overseas police check where applicable and references covering a minimum 5 year period. All opportunities are based in the UK.