

Job Description

Job Title:	Support Services Administrator
Responsible to:	Ara Operational Managers
Location:	Bristol
Salary:	Central Services 1 - £25,644
Contract:	Permanent, Full Time (35 hours per week)

Role Purpose

Ara is a charity that has been providing hope and better lives for people in Bristol, the South West and Wales since 1987 in the fields of housing and homelessness, tackling gambling harms, substance use recovery and prison resettlement. This role will work as a key part of Ara's housing and gambling harm support services, providing administrative support including data collection & collation, reporting and dealing with enquiries.

The post holder help will maintain the integrity, accuracy, and accessibility of the client data, (working closely with the Ara Data Administrator), and provide administrative oversight for referred clients across Ara services. They will support teams across the charity by managing databases, ensuring compliance with data protection regulations, and producing accurate reports to support operational and strategic decisions. A flexible and agile approach will be needed to support the administrative tasks and provide support to those clients waiting for services.

Specific Duties:

Tackling Gambling Harms administrative support:

- Excel and other CRM (Client Record Management) systems, monthly data collection
- Follow up/rearranging DNA assessments
- Setting up logins for users of the CRM, and attending CRM super user group
- Auditing CRM for quality data purposes
- Inputting client feedback forms
- Emailing to clients three, six and twelve month follow ups, inputting them into the CRM once filled in

- Timely reopening and closing clients on the CRM
- Getting quotes for company events
- Book team hotels and trains for events
- Printing and publicity prep for gambling harms team
- Send out and follow up on screening tool forms to clients engaging in groupwork programmes
- Send reminders and schedules to clients for service delivery
- Directing phone calls as appropriate to colleagues, voicemail or taking messages and responding to general enquires
- Processing incoming and outgoing emails, passing on emails as appropriate.
- Complete data entry tasks to meet contract requirements and the needs of the services.
- Take minutes from team meetings, ensuring actions from weekly meeting documented and completed
- Support community champions and treatment workers in the timely inputting of client information into case management systems where required
- Support community engagement managers with organising and managing events
- Overseeing supplies and the ordering of merchandise required by community team for events and training.

Supported Housing administrative support

- Ensuring that the Prep, Change and Abstinent waiting lists are monitored constantly and updated in real-time, to reflect all client referral actions
- Support the management of admission elements of the Ara Housing Service and work with the Deputy Manager accountable for Pathway placements, to ensure that Ara meets their commissioned KPIs around void times and occupancy.
- Ensuring that clients receive the highest quality services that meet their individual needs, assessing and managing risk, and focusing on building recovery capital and positive outcomes.
- Contributing to other administrative elements with the Housing team that contribute to success
- Use the Housing Support Register (HSR) to identify Service Users eligible for Ara, The Junction Project, and The Bridge project's housing services.
- Lead on HSR being up-to-date for Pathway 4. Close monitoring of the HSR waiting lists for clients, and work with partners to ensure the best/swiftest placements for homeless clients in recovery from substance misuse

- Promote the service through building positive relationships with current, potential referrers and Service Users.
- Work from other locations occasionally – e.g. our Partners' offices, Turning Point offices, in the community, etc ensuring a joined-up pathway approach to assessments and admissions
- Ensure all administrative systems are efficient and kept up to date, make recommendations to improve systems and implement agreed changes
- Provide administrative and reception tasks as required
- Following up with clients referred to Pathway 4 to ensure a smooth transition into the service
- Develop working knowledge of Ara's housing services to be able to deal with enquiries effectively. This will involve visiting Ara's houses and attending meetings with clients
- Manage the service databases and produce performance reports on a regular basis
- Ensure that client information and electronic data are kept in line with agreed standards and practice, with regard to both hard copy and computer systems
- Ensure reports are prepared as required

Other

- Participate in staff and team meetings
- Meet regularly with line manager for supervision and support.
- Undertake training as required and agreed with line management.
- Represent Ara in a way that is consistent with its philosophy and always work within Ara's agreed policies and procedures.
- Respect at all times, within the operational guidelines, the confidentiality of clients.
- Observe at all times Ara's Diversity Policy.
- Observe the organisation's Health & Safety at Work Policy and at no time act in a way which might jeopardise the health or safety of any client, employee or visitor to Ara.
- To cover main reception as and when this is required.
- Undertake other duties and responsibilities in keeping with the nature of this post as maybe required from time to time.

Skills, Experience & Knowledge Required:

- Understanding of a trauma informed approach
- Excellent knowledge and understanding of MS Excel. Excellent IT literacy skills.
- Excellent knowledge of MS Office Suite and other commonly used office packages.
- Ability to generate reports in Excel and other programs.
- Experience within a similar administration role
- Excellent interpersonal, oral and written communication skills
- The ability to work positively with partners and stakeholders
- Strong organisational and time management skills
- High level of accuracy and attention to detail
- Ability to manage multiple tasks and prioritise workload effectively
- Experience handling confidential information