



SCHEDULE OF SERVICES (SELF EMPLOYED ADMINISTRATOR)

Summary:

- To support the work of the Trust by delivering high-quality, professional and responsive administrative services from the first point of contact by external applicants and other interested/external parties, through to supporting the work of the Executive Officer (EO), the Trust Chair and the Board of Trustees.
- To build and maintain internal and external relationships which will support and enhance the current and future work of the Trust.
- To embody the Trust's values in all activities and interactions.

Required Services:

General

- To act as the Trust's first point of contact and to provide responses to standard queries, seeking advice from - and/or triaging more complex queries to - the EO and/or other members of the Operations Team as and when necessary.
- To provide administrative/project co-ordination support to the EO for the Trust's cycle of projects.
- To provide executive administration support to the EO as needed to enable the EO to undertake the day-to-day management of the Trust's work on behalf of the Trust Board.
 - Such services are likely to include, but are not limited to, booking accommodation, travel, and meeting rooms for the EO and the Board of Trustees; organising availability Polls and creating electronic diary invitations for meetings; and general meeting and event management/assistance (for example, supporting the EO with planning and preparation for the Trust's presence at annual events such as The OT Show).

IT Related

- To monitor activity on the Trust's Applicant Portal and liaise with external Assessors and the EO as applicants progress through the various stages of the application process.
- To respond to Application Portal-related and internal IT access queries or issues, triaging any urgent problems to the EO or, in the EO's absence, to IT Support.
- To assist the EO in onboarding new Trustees, Assessors and other users to the Trust's email, SharePoint and Application Portal as needed and to assist with any training requirements needed.

Schedule of Services/Administrator/V2

- To work with the EO to implement Project Management Software to capture the Trust's key projects, tasks and activity dates throughout the annual cycle and to ensure the software is kept updated.
- To file documentation within the Trust's SharePoint system and be responsible for completing regular backups of the system.
- To collate social media and website analytics with support from the EO and the Trustee responsible for marketing.

Governance

- To assist the EO in creating and issuing Agendas and Board Packs for Board Meetings.
- To keep the Board Decision Log up to date.
- To assist the EO in monitoring award compliance and record-keeping.
- To act as a virtual minute-taker for key meetings, including Trust Board meetings, as and when required.
- To assist the EO in creating and obtaining signatures on Contracts using a GDPR-compliant system such as AdobeSign or DocuSign.

Finance

- Preparing payments for awards and invoices for processing by the EO or, in the EO's absence, arranging for two of the Trust's Finance and Governance Board signatories to set up and authorise such payments.

Social Media & Marketing

- To assist the EO in designing and creating posts for, and monitoring activity on, the Trust's various social media channels in accordance with the Trust's Social Media Policy and Communications Strategy. This will include creating content to promote the Trust's annual projects and awards, aligned with the priorities identified in the Project Management Software.
- To assist the EO in updating the Trust's website, including the creation of announcements and other content and linking these to our social channels.
- To assist the EO in sending marketing content/copy to outside organisations such as OT Today, OT News, etc.