

## CareTrade Administrator

**Reporting to:** Head of Quality & Training (Q&T)

**Main Purpose:** To provide administrative support to CareTrade's Leadership Team (CEO, Head Q&T, Development Director and Head of Education & Learning) with a focus on supporting admissions to The Autism Project

**You will work with:** Leadership Team, Finance Officer, other CareTrade staff, local authorities and other external partners.

**Your place and hours of work:** main office at St George's Circus, SE1 6FE plus occasional travel within London. Opportunity for some remote working. The hours are Monday to Friday 9am to 5.30pm (allowing an hour for lunch). 37.5hrs a week.

**Benefits and Salary Information:** Salary of £23,400 -£27,000 per annum depending on experience.  
25 days holiday plus 3 day Christmas Closure plus 8 days bank holiday. Plus pension.

### About CareTrade

**CareTrade has a passionate belief** "that employment is the biggest single factor that will transform the life of an autistic person."

**And our vision for the future is** "a world that embraces neurodiversity where all autistic people can lead purposeful, working lives"

- **Achieve** employment opportunities and outcomes for autistic jobseekers
- **Raise** aspirations and employment skills of autistic people (through the delivery of innovative and person-centred projects)
- **Engage** employers in embracing neurodiversity in their workforces.

**Our ambition is to enable all autistic adults that want to work to be in work.**

**Core Responsibility** of the Administrator is to assist the Head of Q&T with implementing processes and procedures that help to make CareTrade more robust and to manage the recruitment and admissions systems for The Autism Project (TAP).

### Key Responsibilities:

1. To be the first contact for CareTrade enquires (phone and email)
2. To make internal and external meeting/diary arrangements as requested by CareTrade Leadership Team
3. To assist Leadership Team with recruitment arrangements (placing ads, scheduling interviews, following up references etc) for staff and trustees as required
4. To support TAP with the administration of the recruitment of learners, Local Authority documentation and communication, and Individual Learner Record (ILR) returns
5. To ensure TAP admissions and new learner data is up to date (Databridge – training provided)

6. Check Local Offer of all 32 London Boroughs regularly and ensure TAP is correctly represented.
7. To ensure LA contacts and school senco data is up to date.
8. To manage arrangements for TAP learner EHCP (Education Health & Care Plan) reviews, following the SEND code of practice
9. To make arrangements for and support TAP recruitment events, parent evening and other CareTrade internal and external events (eg. Team days and Conferences)
10. To facilitate the distribution of marketing materials to support and promote CareTrade's work
11. To help collate data for impact reporting and fundraising bids
12. To maintain CareTrade Information & Communication Technology (ICT), Laptop and mobile phone audits
13. Placing orders for office supplies as requested
14. To help ensure CareTrade employer and fundraising records are updated.

### **General**

1. To maintain confidentiality at all times.
2. Ensure the respect, dignity and rights to privacy of all learners and staff as far as possible.
3. Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others.
4. Report issues and/or incidents relating to staff and learners that have arisen in the day promptly to the relevant Line Manager or appropriate person.
5. To maintain the highest standards of professionalism in line with occupational and organisational Codes of Conduct
6. To attend all staff meetings, participate in probation, supervisions and appraisals and engage in staff/professional development opportunities
7. Work to promote CareTrade as a valued, professional asset within its community
8. To work to and exhibit the values of CareTrade and maintain standards of behaviour in accordance with policies, procedures and practices, with particular reference to Safeguarding, Whistleblowing, Complaints, Policies.
9. To promote a positive image of autism, CareTrade and our partners, maintaining good relationships with outside agencies and the general public in order to promote the charity and win increased support for its work
10. To carry out any duties as are within the scope, spirit and purpose of the job and the title of the post, as required by your Line Manager or his/her Line Manager.

## Person Specification

Essential (E)  
Desirable (D)

Skills	
To be discreet and observe the rules of confidentiality	E
Ability to present in a professional and courteous manner at all times	E
Good communications skills	E
Ability to produce professional, accurate and factual documents	E
Excellent organisational skills	E
Ability to plan own work and work on own initiative	E
Ability to prioritise work to achieve deadlines	E
Ability to form and maintain professional relationships with all staff, Trustees, volunteers, learners and their families, clients and employers	E
Knowledge	
Proficiency in Microsoft (Word, Excel, PowerPoint and Outlook)	E
SEND code of practice/ SEND education experience	D
Understanding of GDPR principles	D
Understanding of safeguarding relating to vulnerable young people and adults	D
Experience	
ICT skills in using Microsoft office	E
Administrative experience: minimum 1 year	D
Experience of using DataBridge or other CRM software	D
Qualifications	
Minimum of GSCE/Level 2 English	E
Attitudes	
To be reliable, honest and trustworthy	E
Possess considerable patience, to be tactful and diplomatic	E
Loyalty and commitment	E

**Pressures Inherent in Job:** the office can therefore vary from extremely busy (and include autistic young people who may display anxiety, communication and social difficulties and other complex behaviours) to a day working alone.

**Other Significant Factors:** A professional and flexible approach is required in order to maintain and enhance the reputation of CareTrade and our partners.

**Confidentiality:** All staff are required to maintain confidentiality for all areas of the CareTrade Charitable Trust, partner organisations, its staff and its work. The nature of the work entrusts people with confidential information about clients/service users, their families and staff within CareTrade and partner organisations. Any breach of this confidentiality will constitute gross misconduct.



**We are committed to safeguarding and promoting the welfare of all young people and adults who use our services and as such expect all staff and volunteers to share this commitment.** All staff must provide a current, adequate and relevant DBS Certificate or be willing for CareTrade to process a new enhanced DBS application. All staff must have a satisfactory enhanced DBS check (formerly CRB check) prior to starting.

**Applications are sought from all suitably qualified sections of the community.** We are happy to discuss any workplace adjustments needed to enable the right candidate to undertake the role including any support available via Access to Work if needed (<https://www.gov.uk/access-to-work>)