



JOB ROLE

ADMINISTRATOR

THE WISE GROUP IS ON A MISSION TO TRANSFORM PEOPLE'S LIVES.



The **Wise Group** is a leading social enterprise working to **lift people out of poverty**. As an enterprise, we build bridges to opportunity for the most **vulnerable in our society**.

Our work is varied and underlying everything we do is a **passion and commitment** for social justice and a **fairer society for all**.

Every day we **support our customers into jobs**, work to lift people out of fuel poverty, and help people coming out of prison to **build a better future**.

Shaping a **positive culture** and promoting our values is a **vital aspect of this role**.

We know how important it is to **nurture a positive culture** that is focused on the delivery of high quality, continually improving and **compassionate support**.

OUR VALUES

describe what we look like when we are **at our best...**



INNOVATION

We **hurdle boundaries** and innovate.

CELEBRATING DIFFERENCE

We celebrate and respect **individual difference**.

AMBITION

We are ambitious to make a real difference everyday: **socially, financially and culturally**.

GOING THE DISTANCE

We go the distance, so our colleagues and customers reach a **positive and sustainable future**.

KINDNESS & COLLABORATION

We thrive through collaboration, kindness and **learning together**.

...and keep us steering in the **right direction**.



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THE ROLE

- You will provide a variety of administrative duties, pro-actively assisting colleagues within the Enterprise.
- You ensure that all administrative related processes and funding obligations are met efficiently and effectively and to provide general administrative support to the delivery of programme services across the enterprise.
- You will operate the telephone system with a confident, professional manner and provide concise information.

YOU'LL TAKE OWNERSHIP FOR

- Provide general administrative support to assist in delivery of our enterprise outcomes.
- Ensuring customer enquiries reach the correct department or colleague, liaising on behalf of the enterprise to initial enquiries via a general inbox, submission form, or text message service.
- Ensure all database(s) and other data repositories are updated accurately and timeously with data relevant to the enterprises outcomes.
- Respond to ad-hoc request for data collection from funding bodies and other partners.
- Plan and organise diaries and provide support when meetings are held.
- Ensure all administration systems and procedures are kept up to date, accurate and relevant always.
- To communicate effectively with both internal and external colleagues.
- To monitor systems and action information to ensure compliance levels are met.
- Liaise with and provide support for the Wise Group Front of House/Reception.



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ABOUT YOU

- Ability to manage a range of administrative tasks effectively.
- Excellent IT skills, particularly Microsoft Office packages.
- Demonstrate excellent written and verbal communication skills, attention to detail, exceptional phone etiquette, an approachable, confident, courteous manner and ability to provide a high standard of customer care.
- Excellent team player skills, be enthusiastic, proactive, take initiative and have a problem-solving mind-set.
- Be able to demonstrate a flexible attitude, strong organisational skills, ability to work well under pressure, manage multiple priorities, a busy workload and meet deadlines.
- Ability to format and present information in a professional manner.
- Accurate data input ability.

THE BEHAVIOURS

How we do things needs to be at the heart of what we do and how we go about doing it. Success is knowing our values and behaviours and using them to manage our decisions and actions. The behaviours most important to this role are:

- Capability Management - Reflects the ability to set self and others' objectives that directly contribute to the overall enterprise objectives and review these regularly within 'My Contribution'.
- Equity and Diversity – Reflects the ability to support a diverse and inclusive workplace to achieve a competitive advantage.
- Integrity – Reflects the ability to work ethically and to share the enterprise value of honesty.
- Communication - Reflects the ability to take responsibility for the tone, content, and impact of how you choose to communicate.



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- Relationships - Reflects the ability to build and maintain a network of contacts to maximise enterprise impact.
- Adaptability - Reflects the ability to respond and adapt to changing circumstances.
- Concern for Impact - Reflects the ability to select the appropriate behaviour to influence colleagues, customers, and stakeholders to achieve a specific outcome.
- Teamwork - Reflects the ability to contribute to teams and to improve their effectiveness through personal commitment.
- Self-Belief - Reflects the ability to project self-confidence, optimism, and belief in own capabilities.

HERE'S WHO YOU'LL BE WORKING WITH REGULARLY:

- Colleagues across the enterprise
- External Stakeholders

We succeed when we work together.

The main responsibilities of this role are described here. As our needs as an enterprise change, we may need to make reasonable changes from time to time.



MORE ABOUT WORKING FOR US

There's lots of great stuff about working here.
For full details pop over to our website.

Our mission is critical and the work is important, but so is your life. We have put together a benefits package, including exercise and mental wellbeing sessions, that mean you can live and work well.

All of our roles benefit from a 'Remote First' approach, giving you flexibility. Need to start late, finish early or fancy a change of scenery? That's fine, our Remote First approach focuses on what you achieve, not presenteeism. With many different working patterns in place, let's discuss what works best.

We're ready to chat.

thewisegroup.co.uk

Scottish Charity No: SC004089

