**Launchpad Job Description**

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| **Job Title:** |  | Assistant Manager (Administration & Budget) (AM (A&B)) |
| **Job type:** |  | Permanent |

**Remuneration:** c £22,000 per annum

**Holidays:** 33 days includes bank holidays.

**Hours of work:** 37.5 hrs per week, to be worked on a flexible approach which may include covering evenings and weekends, as directed by the Manager of the House. An on-call rota is operated to give cover out of hours and the AM (A&B) will be included in the rota.

**The Charity and its Purpose**

Launchpad is a registered charity that provides accommodation and support to veterans for up to 2 years so that they can make a successful transition from service to civilian life. Avondale House is one of two supported houses within Launchpad; it comprises 33 self-contained, furnished flats in a safe and secure environment. It is in the Byker Estate, just East of Newcastle City Centre. Launchpad is of national importance, with Avondale House providing a local (NE) solution, working with local organisations to enable veterans to have a better future, thus reducing risk of homelessness and rough sleeping. It aims to help the veterans improve their health and wellbeing, train for employment and then find housing on move-on.

**Role Overview**

The AM (A&B) supports the Manager by being the focus for financial, budget and administrative matters in the House.

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| **Job Purpose** | The purpose of the AM(A&B) is to manage house finances and administration; this includes advising residents on benefits, rent and arrears, as well as liaising with the Charity Secretary, the local benefits’ authorities and Launchpad fundraisers.  The outcomes the AM(A&B) seeks to achieve are as follows:   * Processing invoices, expenses, and cash/bank transactions * Supervising benefit management for the residents * Reconciling income and residents’ rent statements. * Monitoring arrears and implementing payment plans * Finance reconciliations * Dealing with queries in a professional and timely manner * General administrative tasks   The AM(A&B) is expected to contribute (with guidance and training as necessary) in other areas of management of the Avondale House, as all do, including fundraising, guiding, and mentoring residents and standing in for other members of staff when necessary. |
| **Primary**  **Responsibilities** | * Induct residents into Avondale House on arrival (and meet and engage relatives, wherever possible) with the Manager and other AMs. * Maintain the residents’ database. * Maintain and manage Personal Action Plans with individual residents, including creating and maintaining personal records, creating, and managing the residents’ Outcomes Stars. * Assist residents with the completion of benefits claims. * Liaise with representatives from NCC on all matters relating to housing benefit. * Liaise with Public and 3rd Sector Support Agencies for the benefit of the residents at Avondale House, as directed by the Manager. * Monitor compliance among residents with the Welfare to Work programme, addressing issues or circumstances that will avoid sanctions. * Work closely with the Manager and Charity Secretary and residents to ensure that they consistently pay rent and service charges. * Provide the Charity Secretary with regular financial updates via the weekly Snapshot and Licence Statements * Manage petty cash and the cash card to purchase equipment for the House. * Maintain accurate manual and electronic filing systems as appropriate and reconcile financial records weekly. * Assist the Manager in preparing ‘Bed List’ reports for Newcastle City Council (NCC). * Be a part of the “Staff On Call Rota” * Any other reasonable duties as requested by the management. |
| **Essential Competencies** | * A good understanding of the benefits’ process and supported housing. * Experience of Supported Accommodation with complex needs. * IT literacy, at least extending to thorough user knowledge of the internet, email, Word and Excel and ideally Outlook 365. * Experience of office administration and managing databases. * Confident and of sufficient intellect and empathy to deal with complicated benefits’ issues and residents’ issues. * High quality verbal and written communications skills combined with an influential and personable manner. * Motivated self-starter with the commitment to do the best for the residents. * Ability to work cooperatively within an integrated team dedicated to achieving successful outcomes for the resident. * Trustworthy, fair, honest and respectful. * Strong organisational skills and diligent. * Motivated self-starter with enthusiasm to make a positive impact on, and help, veterans. * Be able to work largely unsupervised. Be methodical, accurate and have a diligent approach to work, with excellent attention to detail. |
| **Desirable Competencies** | * An awareness of general Health & Safety legislation. * Standard CRB disclosure. * Understanding of the Data Protection Act (1998) as laid down by the Information Commissioner’s Office. * Competent in employing the ‘Outcomes Star’ methodology. * Competent in utilising Social Media platforms such as Facebook, Instagram and Twitter. * Understanding of mental health and organisations that provide support. * Understand the challenges that veterans face when transitioning from military service to civilian life. * Full UK driving licence. |

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| **Enhanced**  **Disclosure and**  **Barring** | This role requires the post-holder to undertake an Enhanced Disclosure and Barring Service Check through the Home Office’s Disclosure and Barring Service.  Information obtained as a result of the check that may adversely affect the post-holder’s ability to fulfil the role may result in termination of employment. |

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| ***The above responsibilities are not exhaustive and are subject to revision in accordance with the needs of the charity to ensure an effective and efficient administrative function.*** |