JOB DESCRIPTION & PERSON SPECIFICATION

INFRASTRUCTURE AND COMPLIANCE ADMINISTRATOR

JOB REFERENCE	ICA/Cent/Nov26
SERVICE	Central
LOCATION	YPC (Brighton) and/or Emmaus (Portslade)
HOURS	25 hours per week
CONTRACT	Permanent
SALARY	Band 1, Scale Point 5-7– £25,950 FTE (£17,534 actual salary for 25 hours per week), paid monthly by Automated Credit Transfer on the 25th of each month
HOLIDAY ENTITLEMENT	27 days' annual leave plus bank holidays and an additional 3 days at Christmas (all pro rata)
ACCOUNTABLE TO	Head of Compliance and Infrastructure
LINE MANAGED BY	Head of Compliance and Infrastructure

ROLE PURPOSE

The Operations and Compliance Administrator will provide practical administrative support to help keep Impact Initiatives running smoothly. The role involves maintaining records, organising information, coordinating routine checks and helping colleagues with a range of administrative tasks relating to health and safety, IT, equipment, and compliance.

Working with colleagues across the organisation, the postholder will help keep information and records up to date, follow up on outstanding tasks and provide general administrative support, including responding to enquiries and managing bookings. We are looking for someone who is well organised, has good attention to detail, can manage a varied workload and is happy to learn new systems and ways of working.

Informal enquiries please contact: Caroline May, Head of Compliance and Infrastructure
head.support@impact-initiatives.org.uk

BACKGROUND AND AIMS OF IMPACT INITIATIVES

Supporting people, connecting communities, and changing lives across Sussex

Who We Are

Everyone needs a helping hand sometimes, whether that's a child struggling with their mental health, or an older person feeling lost and alone.

Some organisations focus on one issue at a time. But we're the thread that helps hold things together, and we have been since 1978. Connecting people of all ages throughout Sussex to the support that's right for them, so they can feel like they belong.

What We Do

We're built on a simple belief: if we give someone the right support at the right time, we can change the course of their life. One trusted conversation, one safe space, one peaceful night's sleep – small moments like these can lead to a whole new future.

We leave no one behind, so our services reach far and wide across Sussex:

Children and Young People

We focus on what matters most: safety, support and belonging. Our Children & Young People's team provides one-to-one and group sessions that help people grow their confidence; in schools, in nature and at our Young People's Centre. Our help means they can believe in themselves for perhaps the first time in their lives. Our Stopover service provides a safe home and trusted support for young women aged 16-25 years old.

Adults and Older People

Loneliness is an epidemic in the UK. We're determined to change that. For example, The Hop50+ is a safe place offering vital support and connection for older people. But it's also a hive of activity, buzzing with live music, classes, delicious lunches and welcoming friends.

Our Advocacy service supports adults with disabilities to navigate complex systems and ensure their voices are heard. Our Workability team helps people with disabilities in West Sussex to find the right job for them, so they can feel independent and fulfilled.

Why We Do It

The social fabric that helps hold communities together is frayed. Here in Sussex, we see it every day. Rising mental health issues, loneliness, housing problems and inequality. Without our support, people can fall through the cracks.

We believe that repairing it starts locally. That's why we're here – to weave a safety net of support for the people of Sussex.

ABOUT THE CENTRAL TEAM

Impact's Central Team provides administration and support in, finance, people and culture, compliance, IT and business development leadership, management and support for all Impact's Services. This enables our specialist teams to develop and deliver the services across our areas of work. Children and Young People, Adults and Older People and Training.

The Operations and Compliance Administrator will support the Head of Compliance and Infrastructure through helping to set up and maintain information collection and monitoring systems relating areas including data protection, cyber security and contracts

MAIN TASKS

1. **Compliance and Contracts** – Help keep records up to date, collect information and documents, and support routine checks relating to contracts and organisational requirements.
2. **Health and Safety** – Help organise health and safety checks, assessments and PAT testing, maintain records and follow up on outstanding actions.
3. **IT and Equipment** – Help with purchasing and setting up basic IT equipment and mobile phones, keeping equipment lists up to date and maintaining relevant records.
4. **Information and Records** – Help organise and maintain accurate records and filing systems, including supporting the organisation's data retention procedures.
5. **Administrative Systems** – Help set up, maintain and improve straightforward administrative systems, ensuring information is easy to find and kept up to date.
6. **Premises and Facilities** – Provide administrative support with utilities, contractor records and other routine premises-related tasks.
7. **Staff Records** – Help coordinate and maintain records such as driving licence checks, home-working assessments and equipment loan forms.
8. **Bookings and General Administration** – Manage bookings and related administration, organise ID badges, respond to telephone and general enquiries, and provide other day-to-day administrative support.
9. **Board Administration** – Help organise Board meetings, prepare and circulate papers, and maintain meeting and governance records.
10. **General Support** – Provide practical administrative help to colleagues across the organisation and assist with other tasks as needed.

GENERAL DUTIES AND RESPONSIBILITIES

- To work within organisational policies and procedures.
- To attend regular one-to-one meetings as required by the Head of Compliance and Infrastructure. To attend regular staff meetings. To attend ‘Impact conference days’ as required. To attend training events as relevant to your service area.
- To be aware of the needs of other workers, paid or unpaid, and contribute positively to a supportive working environment.

- To comply with and implement Impact Initiatives Equalities, Diversity and Inclusion Policy and any specific policies and procedures designed to promote and monitor equalities.
- To comply with and implement Impact Initiatives Health and Safety Policy and Procedure relating to the specific activities on which you are employed. Generally, to take reasonable care for health and safety of all those affected by this work.
- To undertake any other duties, as appropriate to the character of this work and as requested by the Head of Compliance and Infrastructure as reasonably required.

PERSON SPECIFICATION

The criteria below will be used to assess suitability for the role.

Criteria	Status
Good organisational and time management skills, with the ability to manage a varied workload and meet deadlines	**Essential**
Good attention to detail and the ability to maintain accurate, well-organised records	**Essential**
Confident using Microsoft 365 applications, including Outlook, Word, and Excel, and willing to learn new systems.	**Essential**
Good communication skills and the ability to work positively with colleagues across different teams.	**Essential**
Able to work independently, use initiative and follow up on tasks, asking for guidance when needed.	**Essential**
Experience of general administrative work, including maintaining records, organizing information or coordinating tasks.	**Essential**
A practical, flexible and helpful approach, with a willingness to learn and take on different tasks	**Essential**
An understanding of confidentiality and a commitment to Equality, Diversity and Inclusion	**Essential**
Experience of using spreadsheets, databases or online systems to organise and manage information	**Desirable**
Experience of helping to develop or improve administrative systems and processes	**Desirable**
Experience of supporting compliance, health and safety or other organisational monitoring requirements	**Desirable**
Experience of working in a charity or voluntary organisation	**Desirable**