

## Job Description

<b>Job Title</b>	Team Assistant
<b>Responsible to</b>	CEO
<b>Responsible for</b>	Volunteers
<b>Based</b>	Cambridge office and home
<b>Summary and purpose of role:</b>	
<p>A Team Assistant is often described as the glue that holds the office/team together, and the role at Dhiverse is no exception! You will support colleagues with everyday administrative, creative, and organisational tasks and with training you will assist with some direct service delivery. By taking on some of the workload, it frees others up to concentrate on the more project specific tasks. The job is vital to helping both colleagues and the organisation to be more efficient and effective.</p>	

The Team Assistant will play a key role in Dhiverse by providing support to their colleagues through a range of tasks and duties which include:

- Setting up and managing a new CRM database, and training staff in how to use it
- Assisting the CEO with recruitment and HR admin
- Managing volunteers
- Managing email and telephone enquiries and post
- Managing and ordering stationery/resources/equipment
- Keeping the office and 1-1 room clean, tidy, and organized, and liaising with our landlord if issues arise
- Maintaining and updating our data protection and privacy processes
- Managing phone and IT issues with our suppliers
- Organising and preparing for meetings and events, including promotion of events, and taking notes at meetings
- Carrying out the admin and ID checks for DBS applications
- Assisting staff to make, develop and source resources
- Managing MailChimp or other email mailouts
- Collecting data and information for reports
- Managing the booking system for both our RSE and our training provisions
- On completion of training delivering training and RSE sessions (there is an additional hourly rate attached to this work).

### All DHIVERSE employees are required to:

- Keep their online calendar up to date at all times in line with our policy
- Meet agreed deadlines
- Submit reports and data as requested by line manager or CEO

- Promote and adhere to Dhiverse's Equal Opportunities Policy, Confidentiality Policy; Safeguarding policies and procedures; Lone Working; Service User's Statement of Rights & Responsibilities and all other policies and procedures.
- Take all steps to ensure the safety and confidentiality of Dhiverse service users, staff, volunteers, visitors, and other stakeholders
- Take responsibility for the security of buildings and their contents
- Attend meetings, conferences and undertake training and personal development as appropriate
- Participate in 1-1 meetings with their manager
- Participate in Dhiverse events and campaigns
- Take responsibility for all personal administration and be self-managing at all times
- To ensure that all correspondence/information sent out is in the preferred format of the recipient; clear; accurate; consistent; well-presented and in line with the image of Dhiverse.
- Ensure that they communicate the aims of Dhiverse and their area of work and other Dhiverse services accurately and consistently
- Work to the values and approach of Dhiverse at all times
- Maintain professional boundaries at all times
- Work as part of a team

Dhiverse is a small team and all staff are committed to the organization as a whole, willing to help and support colleagues where necessary and contribute ideas that will take the charity forward.

**Please note: This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the CEO.**

## Person Specification

### Essential

- Experience of working as team assistant, administrator, or another relevant role
- Experience of developing and setting up basic systems and processes
- Good written and verbal communication skills with the ability to communicate with people of all ages.
- Proficient in the use of Microsoft Office and the Internet
- Ability to work both as part of a team and independently
- Feel comfortable with lone working
- Experience of organizing and managing meetings and events
- A knowledge and understanding of the importance of professional boundaries, confidentiality, and safeguarding
- Ability to organize, manage and plan effectively, work under pressure, network and influence a wide range of partners

- Full driving license and access to own transport

**Desirable**

- An understanding of the importance of sexual health
- A knowledge of human resources management
- Experience of management accounting
- Experience of staff/volunteer management
- Experience of working in line with GDPR and Information Governance

**Please note:**

- ✓ Applicants who can demonstrate transferable skills for certain essential requirements of the Person Specification may be considered.
- ✓ The post holder will need to work occasional evenings and weekends
- ✓ The post holder will need a DBS check