

Job Title:	General Administrator	Job Category:	Administration
Level/Salary Range:	FTE Admin scale	Position Type:	Full time
HR Contact:	hr@elysianuk.org	Date Posted:	April 2025
Employment location:	Elysian (Multi-sited) Site based general Administrator		
Employer website:	www.elysianuk.org		

Job Description

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Role Overview

The Provision Administrator is a central and highly valued role within Elysian, forming the administrative backbone of each site. Acting as the first point of contact for parents, professionals, and visitors, the postholder ensures the day-to-day smooth operation of communication, systems, and processes. This role provides vital support to the leadership and wider provision teams, ensuring the environment remains well-organised, responsive, and aligned with our values and safeguarding standards.

Key Responsibilities

1. Reception and Communication Management

- Serve as the first point of contact for parents/carers, visitors, and professionals, offering a warm, professional and knowledgeable welcome
- Manage incoming communication via phone, email, and in person, ensuring queries are responded to or directed appropriately and efficiently
- Schedule and coordinate appointments, visits, and internal meetings, supporting the effective use of staff time

2. Administrative Coordination

- Maintain inboxes and correspondence logs for the provision, responding to enquiries and tracking communications where required
- Manage staff diaries, site calendars and schedules, coordinating daily, weekly, and termly planning needs
- Assist with general administrative duties including filing, scanning, data entry, and information management

3. Leadership and Team Support

- Provide administrative support to the site's leadership team and key roles (e.g. Day Coordinators, Safeguarding, Therapy)
- Prepare documents, presentations, internal briefings and reports as required
- Help coordinate team meetings, training days and staff communications

4. Record-Keeping and Data Compliance

- Maintain accurate and secure records relating to children, families, professionals and internal systems
- Support with safeguarding, attendance, referral, consent, and compliance documentation
- Handle personal information with discretion in accordance with data protection regulations and safeguarding policy

5. Site Administration and Office Management

- Ensure the provision's office space is tidy, stocked and functional
- Monitor supplies and equipment, placing orders and coordinating maintenance as needed
- Support on-site logistics such as sign-in/out, visitor procedures, and H&S admin

6. Project and Event Administration

- Provide administrative support for projects, events or service developments at your site or across the organisation
- Assist with short and long-term planning, documentation, communications and delivery of organisational priorities

Qualifications and Experience Requirements

- Previous experience in a similar administrative role, ideally in education, healthcare, SEN, or social care settings
- Strong communication skills with confidence in liaising with a wide range of stakeholders
- Proficiency in Microsoft Office, email and calendar systems, and cloud-based document management
- Excellent organisational and time management skills with the ability to prioritise effectively
- High level of accuracy and attention to detail in administrative work

Preferred Skills and Attributes

- Warm, approachable and professional demeanour with a service-driven mindset
- Ability to work both independently and collaboratively as part of a team
- Adaptability to changing needs, problem-solving with initiative
- Commitment to safeguarding, confidentiality, and maintaining professional boundaries
- Enthusiasm for contributing to a purpose-led, child-focused environment

Additional Information

This role is integral to the success of our provisions, offering a dynamic, rewarding opportunity to make a genuine difference in the lives of children and young people. You will be part of a wider team working across multiple services and settings with flexibility, professionalism and compassion.

The role may include additional tasks and responsibilities, depending on organisational priorities, and will evolve in line with the needs of the people Elysian supports.

Safeguarding Statement

Elysian is committed to safeguarding and promoting the welfare of children and young people, and expects all staff to share this commitment. The successful applicant will be subject to a full safer recruitment process, including an enhanced DBS check, references, and other relevant checks. Satisfactory completion of these checks is a condition of employment.

Reviewed By:	Charlotte Williams	Date:	11/04/25
Approved By:		Date:	
Last Updated By:		Date/Time:	