

PA/ Admin Support

Job Description



Salary – between £27,000 to £30,000 FTE per annum (salary will be pro rata to the working hours)



Location – Remote working with occasional travel to Company Offices and other Working Locations as required for business



Working hours – Part-time (22.5 hours per week)



Contract – Permanent Role



Reporting to – Head of Consulting



Who is Genius Within and What do we do?

Genius Within CIC is a social enterprise established in 2011 to help neurominorities fulfil their potential in employment and their careers. Neurodiversity creates strengths that can benefit workplaces and communities.

We are working towards a future where all adults with neurodiversity will be able to maximise their potential and work to their strengths; where those with problems at work or in custody receive the diagnosis, coaching and support that they need. We provide Assessments, coaching, awareness training and in work support alongside social inclusion work and services for young people.

Equality, Diversity & Inclusion

Genius Within cares deeply about creating a diverse and inclusive workplace. We are proud to be an equal opportunity employer and a disability confident leader. We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, or gender identity.

Genius Within does not require disclosure to make reasonable adjustments. We ask all employees “how can we support you to work at your best” and are adept at provision of coaching, technology, flexible terms to meet this objective. Our highly successful majority disability staff team are testament to the benefits of making adjustments.

Job Purpose

- To provide the Principle Psychologist (PP), Head of Consulting (HoC) & Head of Delivery (HoD) with efficient and effective administrative support.
- To support the PP, HoC & HoD to achieve on time delivery of objectives and tasks.
- To collaborate and build relationships with internal and external stakeholders for the transparent and seamless flow of information.
- To support PP, HoC & HoD who deliver services to clients by ensuring they have the materials they need, their reports are submitted on time and in good condition.
- To maintain the professional profile of Genius Within.
- To aid the performance and growth of the services by maintaining and delivering impeccable administrative support.
- To demonstrate the Genius Within values of passion, professionalism, openness, integrity, and loyalty.

Main Duties and Responsibilities

- Ensure key communications are delivered to internal and external stakeholders.
- Support HoD with the monitoring of employed coaches and trainee psychologist's adherence to Service Level Agreement (SLA) requirements for reporting accuracy and completion, chase missing information and respond to/escalate queries where necessary.
- Support HoC and HoD in the allocation of consulting work to associates and delivery team members.
- Identify geographical gaps in provision working with the Psychology Team and support to advertise vacancies as & when applicable, supporting with recruitment coordination and administration.
- joiners feel welcomed and settled in their post.

- On-boarding and induction of new employees in the Psychology and Delivery team in terms of orientation, policies, procedures, matching to experienced staff for shadowing and any other relevant steps to ensure new joiners feel welcomed and settled in their post.

Managing Performance

- Support the PP, HoC & HoD with monthly summary report of SLAs into the Hub report and biweekly summary report for the SLT Director meetings.
- Ensure Delivery Team has tools and resources to deliver well, for example handouts, PowerPoint slides and up-to-date processes.
- Update and improve processes and documents in line with company compliance policy.

Profile and Brand Management

- Maintain your knowledge of the business and its vision for development and growth; share observations with the Management Team of any operational risk.
- Actively participate in liaison with key clients/new business and support tender writing by providing accurate information.

- Contribute and support the development of new provisions by sharing observations and innovative ideas, as we grow and progress into new markets.

General Responsibilities

- Maintain own CPD study and learning opportunities, to keep own knowledge fresh and relevant, particularly around using Artificial Intelligence to support efficiency and creativity.
- Help identify CPD opportunities for employees, including coordinating CPD events they can deliver; liaise with HR to ensure the CPD & Events calendar offers suitable learning sessions.
- Ensure that all Genius Within policies, such as Equality and Diversity, Code of Conduct, safeguarding procedures, Health and Safety and Confidentiality are fully applied at all times.
- Ensure accurate and secure handling of data in line with Genius Within's GDPR and IT Security Policies.
- Actively participate in promoting Genius Within's posts on our social media Platforms.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with their line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

PA to Principal Psychologist (PP), Head of Consultancy (HoC) & Head of Delivery (HoD)

- To enable the PP, HoC & HoD to deliver their work on time, and be prepared and organised.
- Manage the PP, HoC & HoD's time – plan meetings and phone calls, manage and review incoming and outgoing emails, diary management, filing and coordinating travel arrangements (including route planning, creating itineraries, and booking travel) and expenses.
- To keep an annual calendar of core meetings, company events.
- Meeting Ownership - coordinating internal and external diaries, minutes, arranging catering for attendees if required, actions logs for internal and external meetings. This might include:
 - Booking meeting venues where required.
 - Attend meetings and take minutes.
 - Distribute agendas/minutes/papers for meetings (management and board).
 - Produce Action Reports from the minutes as required.
 - Create and maintain appropriate IT systems to allow the PP, HoC & HoD to function, for example Jira, Trello, Calendly and similar.
 - Resolve IT snags and system lockouts, ensuring that they have access to their files, documents, communication systems and liaise with IT when there are problems.
- Proof-read documents if required.

Knowledge, Skills, and Experience

Required

- Highly competent IT user – familiar with Microsoft packages, webinar software, project management tools, databases and storage solutions.
- Strong demonstrable ability to complete basic data analysis and supply reports and spreadsheets. Advanced user of Excel (formulas, Pivot tables, etc.).
- Confident to produce high quality PowerPoint slides, and format Word documents to a high standard which clearly illustrate the content within.
- Confident speaking to customers, external stakeholders and colleagues working remotely.
- Strong organisational skills.
- The ability to manage own time and competing priorities effectively.

Other Information

Genius Within is an accredited Disability Confident Leader. If you require any adjustments, please let us know as soon as possible to support you to be at your best during this process.

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The successful candidate must undergo a basic DBS check, on the basis that the role involves contact with vulnerable adults, in accordance with the Rehabilitation of Offenders Act (1974). Other relevant recruitment checks may also be carried out, including HMG Baseline Personnel Security Standard and prison vetting and clearance.

We recognise the contribution that people with criminal records can make as employees and associates and welcome applications from applicants who meet the role requirements. A person's criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. Suitable applicants will not be refused posts because of offences which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying.

Our core values include openness and integrity and we work hard to create a culture built on trust and transparency. This is extremely important in order to serve our community who rely on us to provide a safe space and support for them to unlock their own Genius Within. vetting and clearance.