SIGNATURE JOB DESCRIPTION

JOB TITLE	**Administration Assistant**		
JOB NO. / ID	BUSxx	**DATE LISTED**	10/26
GRADE	2	**SALARY**	*(optional field)*
JOB LOCATION	Durham office - Hybrid		
WHO WE ARE	At Signature, we are proud to be recognised as the leading awarding body for deaf communication and language qualifications in the UK. Signature became an independent organisation in 1982 to promote and teach British Sign Language (BSL), since then we have supported more than 500,000 people to learn British Sign Language. We have also had thousands of other learners who have completed other deaf communication and language qualifications with us. We are passionate about creating qualifications that provide our learners with the skills they need to build successful careers. As a charitable organisation, we work tirelessly to improve communication, by creating learning opportunities for every stage of life. Joining Signature means being part of a supportive team that works tirelessly to ensure no one is left behind. We invest in our employees growth and development, providing opportunities to learn, improve, and ascend in their careers. This role will be located in our Durham office, with the option of hybrid working in line with our hybrid working policy. **Our Vision:** At Signature, we aspire to create an environment where every team member feels proud, valued, and respected. Our people are empowered to use their unique skillsets, supported to achieve their best, and motivated to contribute meaningfully to our mission of promoting British Sign Language (BSL) and making a difference in society. We believe that by fostering a culture of continuous improvement, trust, and collaboration, we can achieve excellence and ensure no one is left behind.		

ABOUT THE ROLE			
SERVICE LINE / DEPARTMENT		**REPORTS TO TITLE**	People Manager
FULL OR PART TIME ROLE	Full Time/Part Time	**HOURS PER WEEK**	37
PURPOSE OF THE ROLE	The purpose of the role is to support Signature to enable a world where everyone communicates seamlessly, and inclusivity is the norm and where BSL is widely known and used.		

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	The Administration Assistant plays a crucial role in helping Signature achieve its mission by supporting the Signature team to run efficiently and effectively. This is an exciting role where you will work closely with the People Manager to ensure Signature's administrative duties are maintained at the highest level and to ensure the smooth running of all office facilities (hybrid and office).
KEY RESPONSIBILITIES	As an Administration Assistant you will be responsible for > Handling daily administrative tasks to support overall business organisation > Assist the People Manager with HR processes including calculating and monitoring including holidays, sickness, Toil alerting to any discrepancies or issues that require attention > Assist the People Manager with HR support including recruitment and selection processes, setting up interviews, issuing paperwork, seeking references through to successful induction and equipment set up. > Provide HR support of any confidential matter as required. > Assist the People Manager with setting up staff meetings, coffee mornings, development days and staff engagement surveys ensuring all planned activities achieve stated objectives and reporting as appropriate. > Provide administration support to the Senior Team including dealing with correspondence, travel, communication support and accommodation bookings as required. > Assist with ordering, maintenance including contracts for mobile communications, small items of computer equipment, telephone system contracts, PC support software, stationery, office furnishing, franking machine, photocopier, and printed items as required. > Carry out any other duties which may reasonably be expected of the post holder.

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EXPECTED SKILLS, APPROACH AND EXPERIENCE	**Essential Skills** We are looking for someone who is: • Efficient, organised • Self-motivated and a willingness to learn • Flexible and adaptable • Honesty and transparency are crucial to you, as you communicate openly and truthfully with both customers and colleagues. • Demonstrate at least one year's experience working in a demanding office environment where delivering high standards of support and accuracy have been necessary. **Experience with the following software:** Microsoft Office Suite. Telephone/Textphone/Short Message Service (SMS)
EXPECTED QUALIFICATIONS	> GCSE level or equivalent including English and Maths (essential)
WHY US?	Joining our team means becoming part of a vibrant community dedicated to promoting accessibility and inclusivity. You'll engage in meaningful projects that raise awareness and advocate for Deaf culture, while also enhancing your understanding of diverse communication methods. We are passionate about promoting British Sign Language (BSL), and we start with our team by offering all staff the chance to gain Deaf Awareness and BSL Level 1 qualifications. Work-life balance is important to us, that is why at Signature you can enjoy the benefits of hybrid and flexible working, along with generous annual leave allowance. We prioritise the wellbeing of our team with regular company development and team-building days, as well as dedicated wellbeing days throughout the year. Together, we can make a significant impact, breaking down barriers and enriching lives through education and support.
CAREER DEVELOPMENT	Signature nurture talent by providing opportunities for personal development and upskilling, allowing you to grow and develop as an individual. We offer a support environment where you will be given every opportunity to utilise your skills and maximise your potential.

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SIGNATURE EQUAL OPPORTUNITY EMPLOYER	Signature is committed to creating a diverse environment and is proud to be an equal opportunity employer. We encourage applications from all suitable candidates regardless of age, disability, gender identity, marital status, race, faith or belief, or sexual orientation.

INTERNAL ONLY			
JOB DESCRIPTION SIGNED		**DATE ISSUED**	