

## Job description

### Administrative and Help Desk Assistant

**Background:** Triangle is a values-based Social Enterprise, which works to enable people to achieve their highest potential through developing and supporting a suite of tools for promoting and measuring personal change called the Outcomes Star (see [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)), which is available through our own web app, the Star Online. The Star has proved very popular and is now widely used in the UK by charities, social enterprises and local and health authorities in a wide range of fields including mental health, homelessness, vulnerable families and substance misuse. It is also being used internationally, including in Ireland, France, Italy, Denmark, the Netherlands, Canada, New Zealand and Australia.

**The Role:** The Administrative and Star Online Assistant will support the helpdesk of our online system, the Star Online and the HR team. The post holder will be both confident in representing the organisation on the phone and well-organised with good attention to detail. The Assistant will be part of a friendly and dynamic team at the cutting-edge of thinking and practice in supporting and measuring service user change. The new position will fit someone who has a good understanding of IT without needing to be an IT expert, combined with solid administration skills.

The key areas of work are:

**A. Provide regular Star Online Help Desk support to clients** as back up and cover to the Star Online Lead Support person, working with colleagues to ensure that we can offer Help Desk cover between 9am and 5pm every working day. In practice this will mean covering for the Star Online Lead Support person for on average 6-8 hours per week.

- **Customer support**
  - Respond to customer emails and calls covering a wide variety of mainly technical queries about the Star Online web application
  - Manage and prioritise queries, using a ticket system and referring on queries appropriately
  - Support Star Online users from pre-sales to account set-up and ongoing queries, including welcome calls to new customers and administering sign-ups and renewals
- **Internal systems**
  - Use the Client Relationship Management (CRM) system to keep detailed records, log requests for new features and feedback from customers
  - Work in line with set systems, processes and procedures, including for Data Protection

**B. Support Triangle's HR work.** Working alongside the Business Manager and Operations Administrator the tasks include:

- Assisting with recruitment, incl coordinating shortlisting with team members, advertising, liaison with applicants, organising interviews
- Record keeping: maintain holiday, absence and training records and staff time sheets
- Support of payroll processes and administration of benefits schemes

**C. Other tasks:** Taking on other tasks as required including proof reading, arranging meetings, printing, filing, scanning etc.

**Supervision:** This post is line-managed by the Client Services Manager and on site by the Operations Administrator.

### Terms

- The post is 16 hours per week, over 4 or 5 days (flexible but mandatory Fridays)
- Normal office hours are 9.00 - 5.00, prefer person to work middle of each day if possible
- 5 Weeks holiday + UK bank holidays pro rata
- Benefits: Pension scheme, childcare vouchers, cycle to work scheme
- Salary band: £16,500 and £20,000 pro rata pa depending on experience
- The post will be based at our Buxton office

### The Person Specification:

The person in this role will meet the following **essential** requirements:

- Have good organisation skills
- Have the proven experience of successfully maintaining key organisational systems showing both attention to detail and initiative to suggest improvements where needed
- Have good basic IT literacy, for example be able to work with Salesforce, use MS Word, Excel and Powerpoint
- Be able (following training) to use Desk Pro and related tools to support the Star Online Help Desk
- Have good verbal and written communication skills
- Have experience dealing with clients, particularly on the phone and be confident to represent the company position
- Good understanding of the principles of data protection and experience of working with confidential information
- Learn quickly, be adaptable, flexible and able to work in the ever-changing context of a growing organisation
- Be able to take the initiative and take a creative problem-solving approach
- Be effective in performing administrative tasks taking ownership to complete these independently and at consistently high standards
- Work well independently and as part of a small team, and collaborating well with colleagues

### Desirable:

- Experience of IT helpdesk
- Experience of HR work

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