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Pentreath Ltd take care when producing job descriptions to ensure that essential requirements are justified to a specific role and do not unfairly disadvantage candidates.

JOB DESCRIPTION

ROLE	Administrator
BASE	Harrison House, Threemilestone, Truro
PROJECT/DEPARTMENT	<ul style="list-style-type: none"> • Admin Team • Recovery Service
RESPONSIBLE TO	Project Manager, Pentreath
DATE OF ISSUE	2026

1 ROLE PURPOSE

The role of the Administrator is integral to provide effective administration support for Pentreath, managers and other staff.

2 KEY OBJECTIVES

2.1	Work effectively as part of the Pentreath administration team
2.2	Inputting of data onto IT systems, database and spreadsheets
2.3	Ensure accuracy in administration systems to comply with audit, monitoring and retention requirements by completing file checks among other appropriate methods
2.4	Provide extra capacity to wider Pentreath Administration team when required
2.5	Meet and work to project deadlines and report on these as required

3 DIMENSIONS

3.1	Annual financial accountability <ul style="list-style-type: none"> • None
3.2	Line management accountability <ul style="list-style-type: none"> • Nature of line management <ul style="list-style-type: none"> ➤ 0 • Number of staff line managed <ul style="list-style-type: none"> ➤ 0

4	KEY RESPONSIBILITIES
	Administration
4.1	Provide administration support to Pentreath with regards to client records management and retention, to include photocopying, scanning, filing and archiving
4.2	Support other staff members to learn processes
4.3	Use initiative to solve problems whilst involving your supervisor, as appropriate
	Communication
4.4	Answer telephone enquiries, take messages and communicate effectively, in a timely manner
4.5	Ensure emails are up to date
4.6	Liaise with staff to ensure timely collection of data so you can check and process paperwork to meet deadlines
4.7	Maintain effective communication with, and work closely with, the supervisor and provide performance information as and when required
4.8	Liaise with other organisations to ensure administrative communication channels are maintained regarding project requirement paperwork
4.9	Participate in internal and external meetings i.e administration team meetings, project team meetings and partnership meetings (if required)
4.10	Take minutes at meetings as required

5	ROLE SPECIFIC KEY RESPONSIBILITIES
5.1	All administrative processes specific to the Recovery Service which includes Recovery College Cornwall and Alliance Recovery Worker projects
5.2	All other responsibilities are included within sections 3 and 4

6	PENTREATH ACCOUNTABILITIES
6.1	Values All employees and volunteers will always actively and positively demonstrate Pentreath's values.
6.2	Equality, Diversity and Inclusion Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered
6.3	Client Experience Drive to continually improve client satisfaction and maintain a clear and consistent focus on delivering outstanding client experience
6.4	Information security and governance Manage information in line with Pentreath's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance
6.5	Safeguarding Maintain awareness of Pentreath policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures
6.6	Health, Safety and Wellbeing Contribute to the management of health and safety risks and the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and comply with Pentreath policy and procedures

7	PERSONAL DEVELOPMENT
7.1	Remain compliant with mandatory training
7.2	Identify own training needs
7.3	Identify own support needs
7.4	Identify own professional and personal development needs through regular supervisions and yearly appraisal

8	OTHER DUTIES
To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work, which is not specifically referred within this document. Such duties, however, should not normally exceed those expected of an employee at that grade.	

9	ADDITIONAL INFORMATION
<p>DBS check This role is eligible under the exceptions to the Rehabilitation of Offenders Act and will therefore require the successful applicant to complete a Basic Disclosure and Barring Service check (DBS).</p> <p>Remuneration All members of staff are paid on the 25th of every month, or the Friday which falls directly before should this date be on a weekend or bank holiday. Pay is paid directly into the employee's bank account. New employees start at the beginning of the salary band. An additional salary band increase will be at six months after successful completion of the probationary period. There is a final salary band increase after one year in post if the length of Fixed Term Contract is a year or more.</p> <p>Leave Annual Leave entitlement for a Pentreath full time member of staff is 6.6 weeks paid leave per year including bank holidays</p> <p>Mileage Expenses can be claimed for any distance travelled for your work over and above your daily commute to your contracted work base.</p> <p>Work hours Usual Pentreath working days are Monday to Friday 8.30 – 4.30 or 9.00 – 5.00. We can be flexible with working hours if it meets project and business need. Some flexible working outside of these hours may be necessary to meet the need of the project. Some weekend working by prior arrangement may be necessary for this role.</p> <p>Using a personal vehicle for work is desirable It is desirable that the postholder holds a driving license with access to use of a vehicle for work purposes, but it is not essential. It is a condition of employment that the role holder can exercise satisfactory travel mobility to fulfil the obligations of the role which will include travel to attend Pentreath Induction at Summercourt, face to face training and team meetings at locations across Cornwall, and essential IT support at the Pentreath office in Summercourt (when needed). For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle. If using a vehicle for work purposes you will need to provide evidence of the following: a full driving licence, insurance with business use, valid vehicle road tax and valid MOT certificate for vehicles over 3 years old.</p>	

This job description will be subject to annual review and amended as appropriate to meet the changing needs of Pentreath Ltd.

Person Specification

		Essential Criteria			Desirable Criteria
Knowledge	A	Equality, diversity and inclusion	a		GDPR
	B	Good educational background (GCSE English and Maths equivalent)	b		Key aspects of safeguarding
	C	Mental ill health and emotional distress	c		Project/funding contract compliance
	D	Need for confidentiality	d		NHS admin systems
	E	Office systems and procedures	e		Trauma Informed practice
Skills	F	Communicate complex and sensitive information effectively by telephone, email, and face to face	f		Take minutes accurately
	G	Confident use of IT systems including Microsoft Word, Teams, emails and the internet			
	H	Create and maintain accurate electronic filing systems			
	I	Excellent communication and interpersonal skills			
	J	Excellent word processing and database skills			
	K	Flexible, proactive and creative approach to work			
	L	Follow legal, ethical, professional and organisational policies/procedures and codes of conduct			
	M	Organise and prioritise tasks from multiple sources			
	N	Positive attitude, spark and enthusiasm			
	O	Resilience, initiative, ability to plan, adapt, and work well under pressure			
Experience	P	Sensibility, diplomacy and tact			
	Q	Work under own initiative and as part of a team			
	R	Adhering to deadlines in line with contract compliance and organisational requirements	g		Working in the Voluntary, Community and Social enterprise (VCSE) sector
	S	Minimum of 2 years' experience working in an administrative role			
	T	Answering telephone enquiries and managing caller expectations			
	U	Use of Client Management Systems and databases			
Other requirements	V	Working in a busy and dynamic office environment			
	W	Working in a people centred role			
	X	It is a condition of employment that the role holder can exercise satisfactory travel mobility to fulfil the obligations of the role which will include travel to attend Pentreath Induction at Summercourt, face to face training and team meetings at locations across Cornwall, and the Pentreath office in Summercourt when needed. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle.	h		Full driving licence, access to and use of a vehicle. If using a vehicle for work purposes you will need to provide evidence of the following: a full driving licence, insurance with business use, valid vehicle road tax and valid MOT certificate for vehicles over 3 years old.