

prime resolution

Admin Manager

Job Description and Person Specification

Admin Manager

Salary circa £32000 per annum (salary review post probation)

Full time 37.5hrs/week Monday-Friday 9.00-17.00

Hybrid primarily remote working, with weekly attendance at our Telford office and occasional additional travel as required

Contract 12 month fixed term contract

Reports to Directors

Responsible for Administrative staff / central admin function

Purpose of the Role

The Admin Manager plays a key role in ensuring the smooth running of all operational and administrative functions within the service. This position provides essential support to the Directors and wider team, maintaining high standards of professionalism, efficiency, and compliance across the organisation.

You will oversee day-to-day administration, HR, finance, and compliance activities, as well as provide coordination support for SEND and mediation services. The role requires excellent attention to detail, strong interpersonal skills, and the ability to manage multiple priorities within a client-focused, fast-paced environment.

Key Responsibilities

Office and Service Administration

- Act as part of the central admin team, handling incoming calls, email and web enquiries, and managing appointment bookings in a professional and responsive manner.
- Provide accurate information and advice relating to SEND and family mediation as part of the staff rota.
- Oversee daily operational systems, workflows, and the performance of administrative staff.
- Manage case and file reviews to ensure service standards and KPIs are achieved.
- Coordinate staff rotas to ensure appropriate cover for annual leave and sickness.
- Support preparation and documentation for the annual audit.
- Lead on the development, implementation and continuous improvement of administrative systems, workflows and service processes.

- Take specific responsibility for coordination of LA specific processes for SEND cases.

HR Administration

- Maintain comprehensive and up-to-date staff records, including contracts, job descriptions, induction materials, sickness and holiday logs, performance reviews, training plans, DBS checks, insurances, and professional memberships.
- Oversee records for both employed staff and self-employed mediators.
- Approve annual leave requests within the admin team and ensure adequate cover is maintained at all times.
- Schedule and coordinate appraisals and personal development reviews.
- Support recruitment and induction processes, including drafting job adverts, coordinating interviews, and onboarding new team members.

Finance Administration

- Support the finance function through accurate processing of purchase orders, invoices, remittance advice, and reconciliations.
- Manage the processing of voucher claims and monthly Legal Aid claims.
- Process and track expenses claims in line with company policies and timescales.

Compliance and Executive Support

- Maintain organisational subscriptions, memberships and insurances.
- Ensure all policies and manuals are reviewed and updated in line with current legislation and best practice.
- Provide confidential PA support to the Directors, including diary management, travel bookings, and coordination of meetings and conferences.

Training Coordination

- Handle all training-related enquiries, providing timely and accurate responses to clients and delegates.
- Coordinate training sessions by scheduling dates, booking venues, and ensuring availability of trainers and equipment.
- Issue invoices and maintain up-to-date training and delegate records.

- Support the smooth delivery of training events to uphold the organisation's professional reputation.

Safeguarding and Suitability

This role involves working within services that support children and vulnerable families. The successful candidate will be required to undertake an enhanced DBS check and will be expected to uphold the organisation's safeguarding policies and procedures at all times

Person Specification

Essential Skills & Experience

- Significant experience in an administrative, coordination, or office management role within a professional or client-facing organisation.
- Excellent organisational, communication, and customer service skills.
- Excellent written and verbal communication skills, with a high standard of literacy, including the ability to produce clear, accurate and professional written correspondence, reports, and documentation.
- Experience managing HR and compliance records and supporting recruitment and induction processes.
- Competence in basic financial administration, including invoicing and reconciliations.
- High attention to detail with a proactive and solution-focused approach.
- Strong IT skills, including proficiency in Microsoft Office and database or case management systems.
- Experience of handling sensitive / high risk information.
- Ability to maintain confidentiality and professionalism at all times.
- A sound understanding of data protection and GDPR in a service environment
- Experience managing or supervising staff.

Desirable

- Educated to college or university level (or able to demonstrate equivalent professional experience and qualifications).
- Experience within mediation, legal, or SEND related services.

- Knowledge of Legal Aid processes or publicly funded service reporting.
- Previous experience supporting senior leadership or directors in a professional services environment.

Values and Behaviours

- Client-focused with a commitment to delivering a professional, responsive, and empathetic service.
- Upholds confidentiality, integrity, and impartiality in all work.
- Demonstrates flexibility, initiative, and accountability.
- Committed to continuous improvement and the organisation's mission of supporting families through constructive and informed mediation.