

JOB DESCRIPTION

Job title	Administrator
Sector/Function	Mental Health
Department	Stafford MH Supported Accommodation
Reports to	Operations Manager
Grade	2

Job purpose		
	<p>To contribute to the overall success of the service's objectives and maintain effective service delivery by:</p> <ul style="list-style-type: none"> ▪ Ensuring timely and accurate provision of administrative support ▪ Dealing politely with all customers whilst remaining within procedures ▪ Highlighting and referring any decisions required outside the scope of this profile ▪ Liaise with the operations manager to carry out all administrative housing management requirements 	
	1.	<p>To ensure quality standards are maintained by:</p> <ul style="list-style-type: none"> ▪ Communicating clearly and concisely with customer group providing information on systems and procedures operating within the respective service ▪ Responding to customer queries on a timely basis answering them where possible and referring to appropriate person where necessary. ▪ Ensuring that confidentiality as required under Data Protection is strictly maintained reporting any perceived breaches to the line manager ▪ Communicating with external customers as required ensuring that a professional image of Turning Point is maintained at all times ▪ Working effectively and flexibly as part of the team assisting others and sharing knowledge openly and willingly ▪ To Report on a weekly basis, to the Operations Manager and Locality manager all outcomes / contract compliance regarding service user activity.
		<p>To continuously review own performance and development needs to assist growth and development by:</p> <ul style="list-style-type: none"> ▪ Participating in open two-way dialogue during OPR meetings agreeing own task and development objectives and reviewing these and overall performance. ▪ Participating in training and other development opportunities as agreed within the Performance Management process.
	3. Health	<p>To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by:</p>

	<p>& Safety</p>	<ul style="list-style-type: none"> ▪ Maintaining good housekeeping standards within own work area immediately reporting hazards and ensuring they are resolved in a timely manner ▪ Bringing to the attention of the relevant party any hazards identified outside of own work area ▪ Booking of repairs / suppliers as required. ▪ To work in accordance with Work instructions. ▪ Carry out all necessary housing management safety checks as required e.g. weekly fire alarm testing ▪ Carry out monthly housekeeping monitoring checks of property
		<p>To ensure compliance with internal and external standards and codes of conduct by:</p> <ul style="list-style-type: none"> ▪ Meeting all regulatory requirements ▪ Complying with Turning Point's Code of Conduct, policies and procedures
		<p>To ensure all administrative support systems are effective by:</p> <ul style="list-style-type: none"> ▪ Maintaining all files in an orderly and up to date manner meeting Turning Point's internal standards and external regulatory requirements where applicable ▪ Providing regular monitoring and measurement statistics as required ▪ Preparing, printing and distributing standard forms, documents, letters, etc. as required ▪ Undertaking ad hoc office duties such as typing, faxing, photocopying as and when necessary ▪ Ordering stationary, supplies and equipment as appropriate to the team's need gaining approval for expenditure in line with Turning Point's procedures ▪ Undertake investigation minutes / note taker as required. ▪ Undertake meeting minutes as required. ▪ Taking the lead on Archiving in accordance with Turning Point's procedures
		<p>To undertake general office management, including premises maintenance and housekeeping by:</p> <ul style="list-style-type: none"> ▪ Dealing with approved contractors with regards to Fire Alarm, health and safety issues etc ▪ Maintaining, servicing and replacing equipment including photocopiers, printers, and phones ▪ Arranging travel and accommodation for all staff ▪ Raising purchase orders and maintaining Purchase Point for all services in current patch ▪ Undertake any administration duties as required senior management ▪ Collecting, recording, and banking personal service charge payments from clients and sending to finance

		<ul style="list-style-type: none"> ▪ Weekly submission of client rent cards to inform Finance to any changes to residents in the service (moving in or leaving) ▪ Monthly finance audits ▪ Submission of petty cash floats ▪ Purchase point responsibility to raise Purchase Order Number and submit invoices to Finance department, ensure coding is appropriate ▪ Compliant and trained in medication administration as per Turning Point's policy and procedure ▪ Ensuring that housing benefit applications are completed for residents as well as informing Council Tax when resident joins or leaves the service. ▪ Annual rent reviews and adapting to changes in the new financial year
		<p>To provide an efficient, courteous and responsive reception and telephone service to internal and external customers by:</p> <ul style="list-style-type: none"> ▪ Greeting and assisting visitors including TP Staff, Service Users, Contractors etc ▪ Directing customers to appropriate point of contact ▪ Ensuring that reception area is tidy, presentable and championing the TP brand ▪ Liaising with Finance department, the Property department, and staff on site.
<p><i>Financial (limits/mandates etc.)</i></p> <ul style="list-style-type: none"> ▪ Responsible for handling petty cash (amount tbc) ▪ Supports management of service user monies in line with local and organisational policies and procedures ▪ Barclaycard, and checks invoices ▪ Administration finances 		<p><i>Non-financial (customers/staff etc)</i></p> <ul style="list-style-type: none"> ▪ Provide general support for any service users, and signpost to support staff.

Main Contacts (external and internal)		
<i>Contact group</i>	<i>Frequency</i>	<i>Purpose</i>
<ul style="list-style-type: none"> ▪ Service Users 	<ul style="list-style-type: none"> • Daily 	<ul style="list-style-type: none"> ▪ Provide support and guidance. Ensure service delivery effectiveness and user involvement/consultation
<ul style="list-style-type: none"> ▪ Service Manager /Supervisor ▪ Team Members 	<ul style="list-style-type: none"> • Daily • Daily 	<ul style="list-style-type: none"> ▪ Guidance, support, advice and provision of information
<ul style="list-style-type: none"> ▪ Carers/Friends/Family members 	<ul style="list-style-type: none"> • Daily 	<ul style="list-style-type: none"> ▪ To deliver service and provide reciprocal support/guidance as required
<ul style="list-style-type: none"> ▪ Regulatory bodies 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> ▪ Provide support and guidance. Service user reviews, finances and health
<ul style="list-style-type: none"> ▪ Regulatory bodies 	<ul style="list-style-type: none"> • As required • As required 	<ul style="list-style-type: none"> ▪ Service monitoring and review

<ul style="list-style-type: none">▪ Local community members▪ TP staff	<ul style="list-style-type: none">• As required	<ul style="list-style-type: none">▪ Community issues▪ All admin duties
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