

JOB DESCRIPTION

Job title	Administrator - Service
Sector/Function	Substance Misuse
Department	Operations
Reports to	Admin Co-ordinator
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 procedure ▪ Ensuring that medication is ordered, administered, stored and recorded safely.
Key accountabilities	<p>Own Development</p> <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 Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. ▪ Participating in training and other development opportunities as agreed within the Performance Management process.
	<p>Health and Safety</p> <p>To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by:</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
	<p>Compliance</p> <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>Administration</p> <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

	<ul style="list-style-type: none"> ▪ 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 ▪ Assisting the clinical team with the producing of prescriptions
	<p>Office Management</p> <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, fax machines, franking machines and phones ▪ Arranging travel and accommodation ▪ Raising purchase orders and maintaining Purchase Point
	<p>Reception</p> <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

Dimensions	Direct reports	0
	Total staff overseen	0
	Internal contacts	Staff; peer mentors
	External contacts	Visitors, suppliers, contractors, customers
	Planning outlook	
	Problems solved	
	Financial authority	Deals with Petty Cash, Barclaycard, and checks invoices.

PERSON SPECIFICATION

Job title	Service Administrator
------------------	-----------------------

Personal effectiveness	Essential	Desirable
	Ability to work as part of a team Ability to work unsupervised Ability to manage own work load	

Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Ability to use Microsoft office applications to an intermediate standard 	<p>Some data entry Extracting reports from internal system</p>

Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Ability to work as part of a team, demonstrating support to other team members and other teams ▪ Good written and oral communication skills ▪ Customer focussed approach to both internal and external customers 	<p>Reception duties Managing a petty cash system</p>

Other requirements	Essential	Desirable
	<p>Ability to work under pressure and meet deadlines.</p> <p>☐ Good written and oral communication skills.</p>	