

JOB DESCRIPTION

Job title	Senior Administrator
Department	Substance Misuse
Reports to	Deputy Operations Manager
Grade	Grade 3

Job purpose	<p>Supervise and support the smooth running of own specific area in keeping with regulations and Turning Point's policies and practices in order to provide efficient and high quality service</p> <p>To provide a comprehensive administration service by working closely with the Operations Managers and, where appropriate, partner agencies to support and coordinate activities as required at all service Hubs</p>
Key accountabilities	<p>To provide a high quality service by:</p> <ul style="list-style-type: none"> ▪ Coordinating tasks so that they are completed efficiently and effectively ▪ Contributing to the monitoring and completion of stock take and ordering, within own service/ group ▪ Oversee the operation of Purchase Point across the admin team ▪ Facilitate agency records ▪ Monthly recording of staff sickness and recruitment across the Hubs <p>To abide by Turning Point's policies and procedures at all times, ensuring any variances identified are referred to the line manager by:</p> <ul style="list-style-type: none"> ▪ Ensuring that regulations are adhered to, act as point of escalation for routine and ad hoc queries ▪ Contributing to the development of policies within own business area, based on own detailed technical knowledge <p>To ensure required resources and systems are available to assist the smooth running of the Services by:</p> <ul style="list-style-type: none"> ▪ Ensuring the best value resources and contracts are being used alongside the Partnership Manager ▪ Contributing to the development of the business to ensure cost efficiency in all of the above <p>To provide support to G2 administrative staff by:</p> <ul style="list-style-type: none"> ▪ Assisting in the administration of strategic meetings ▪ Assisting in the recruitment of G2 administration staff ▪ Making sure relevant induction and training is undertaken by the G2 staff team ▪ Providing assistance and advice to colleagues to ensure work is completed to the highest standards <p>To continuously review own performance and development needs by:-</p> <ul style="list-style-type: none"> ▪ Agreeing own task and development objectives and reviewing these and overall performance in OPR meetings ▪ Participating in training and other development opportunities as agreed <p>To ensure an effective customer service is provided and communication systems are coordinated across all aspects of the district enabling effective management of client progression through the care pathway including</p>

	progression into specific programmes by:-
	<ul style="list-style-type: none"> Develop joint reports with partner agencies relating to effectiveness when required including quarterly commissioner reports and annual service report. Facilitate service audits for both IQAT, H&S and external auditors
	To support the administration of the service by:
	<ul style="list-style-type: none"> Developing appropriate systems to manage information requests, eg referrals and admissions on contracts as required Collate service level information to support National Clinical Governance structures as well as working with local reporting procedures Dealing with customer feedback, collating compliments, complaints or concerns by submitting a monthly report to the Admin Team Leader
	To support working groups by:
	<ul style="list-style-type: none"> Attending as and when required and facilitate minute taking Produce service reports as and when required
	Help the service to optimise its performance by making full use of and highlighting/suggesting improvements for the management of IT, facilities and other physical resources that impact on the day to day provision of services to clients.
	Project the desired image of Turning Point by:-
	<ul style="list-style-type: none"> Understanding and promoting TP's values and their application to Substance Misuse. Demonstrating our values through your own day to day behaviour.
	Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.

Dimensions	Direct reports	TBC
	Total staff overseen	TBC
	Internal contacts	Team Leaders/Senior Recovery Worker. Some contact with managers in own service. Fellow recovery Workers and clinical staff.
	External contacts	Advocacy services/service user feedback (forums) – discuss ethical issues regarding service users.
	Planning horizon	Short term planning of own work in accordance with caseload plans agreed with more senior staff.
	Financial authority	To deliver role with an understanding of financial constraints.

PERSON SPECIFICATION

Job title	Senior Administrator	
Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> • Proven verbal and written communications that can be modified to different situations • Collaborative team working skills • Adaptable and resilient to work in a changing and challenging environment • Ability to deliver against agreed goals, targets and outcomes. 	<ul style="list-style-type: none"> • Coaching skills to support successful outcomes
Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> • Demonstrable skills and knowledge in assessing risk presented by clients to themselves and others • Advanced minute taking skills <ul style="list-style-type: none"> ▪ Experience of computerised systems, advanced knowledge of Excel ▪ Good working knowledge of Databases, including Access ▪ Good working knowledge of Microsoft Office suite ▪ Experience of performance monitoring ▪ Good communication skills with staff at all levels ▪ Excellent report writing skills ▪ Excellent organisational abilities, able to manage a complex workload ▪ Able to work as part of a team ▪ Adaptable and able to work in challenging and changeable environment ▪ Customer focussed approach ▪ Ability to work under pressure and deliver to deadlines • Experience in supervising a small team where appropriate to the role • Relevant qualification in relation to Business Administration. 	<ul style="list-style-type: none"> • Access to own vehicle and willing to use it for work purposes