

Role Profile: Admin Team Leader



WHAT I AM ACCOUNTABLE FOR:

Admin Service Management

- Day to day management of the administrative team that I lead;
- Scheduling of staff activities/work, ensuring appropriate staffing levels within my team at all times to cover all tasks;
- Oversight of local financial system including purchase orders and petty cash;
- Health and safety oversight and responsibility (alongside Team Leader/Manager);
- Development of team/service Business Continuity Plans (BCPs);
- Ensuring the delivery of a high quality administrative service including undertaking quality assurance and audit activity;
- Oversight of clinical administration and prescription processes;
- Managing incidents relating to administration or health and safety;
- Addressing concerns/complaints relating to administration services;
- Ensuring accurate records/minutes of governance meetings.

People Management

- Line management and supervision of a team of administrative staff;
- Management of all HR related matters within team;
- Conducting investigations and formal HR meetings relevant to grade;
- Authorisation and management of annual leave and other absence.

Performance Management

- Ensuring the achievement of key performance indicators for team;
- Supporting INSIGHT colleagues in data quality and submission processes;
- Addressing poor performance of individuals and team.

Financial Management

- Approval of staff expenses and variable pay claims in line with organisational policy;
- Oversight of purchase order process in my service;
- Oversight of ordering/budgets for administrative items (e.g. stationary)
- Oversight of petty cash processes and ensuring these are adhered to across service.

HOW I OPERATE:

Values Led Leadership

I lead a team:

- I create an inclusive and positive environment to enable my team to thrive;
- I support and coach my team to support their development;
- I provide constructive and balanced feedback, confidently challenging where appropriate;
- I am an advocate for change and support my teams through change;
- I listen to and support my team and am person centred in my approach to colleagues and people we support;
- I support my team to deliver positive outcomes, creating space for new ideas and thinking;
- I appropriately manage the resources of my team in the budget available.

WHAT I NEED:

Skills\Knowledge

Essential :

- Demonstratable leadership skills and flexible and adaptable leadership style;
- High level of administration skills and advanced IT skills;
- In depth understanding and ability to operationally and performance manage the functions of the admin function;
- Excellent communication skills (verbal/written). Ability to adapt to respond to staff, commissioners/partners and people we support;
- Strong organisational, time management and prioritisation skills;
- Ability to remain calm and resilient in high pressure environments;

Desirable :

- Previous experience managing similar service/team
- Management qualification or equivalent



Job Expectations: Admin Team Leader

PEOPLE:

- Providing visible leadership to the admin team;
- Creating a positive environment within my team where success is celebrated and colleagues feel motivated and valued;
- Overseeing the rota management and allocation of work to staff within my team;
- Undertaking supervision with direct reports every 4-6 weeks to provide support, development and accountability;
- Engaging team members in Ongoing Personal Review (OPR) process, setting personal objectives to be reviewed throughout the OPR cycle;
- Supporting the personal development of team members including induction planning, probation review management, ensuring mandatory/role based training compliance and developing individual personal development plans;
- Coaching of team members to support their development;
- Conducting HR processes/investigations as required and chairing formal/informal meetings relevant to grade within and outside team (e.g. grievance, disciplinary, performance improvement);
- Updating People Point relating to any absences;
- Authorising staff expense and variable pay on people point;
- Addressing concerns and complaints from people we support and partner agencies in line with the customer feedback policy;
- Thorough and timely communication with partner agencies
- Actively engaging in your own supervision, OPR and PDP;
- Representing Turning Point and Turning Point's organisational values at meetings and events

PROCESS:

- Ensuring my team delivers administrative service requirements and any issues or concerns are escalated;
- Where relevant ensuring the timely, accurate and safe production of prescriptions in line with the clinical administration processes;
- Alongside Team Leader/Manager, ensuring Service Safety Management System is kept up to date, completing/delegating health and safety checks;
- Ensuring stock maintenance and management of resources;
- Oversight of purchase order process within the service;
- Ensuring all activities relating to service users are documented accurately within case notes;
- Undertaking audit activities relating to administrative processes and service audits as required by the service audit calendar;
- Authoring and updating Business Continuity Plans and conducting tests/walk throughs;
- Organising and chairing team meetings and any other meetings relevant to my team/service;
- Ensuring incidents are recorded on datix; completing incident reviews relating to any administrative or H&S incidents and updating datix incidents with actions undertaken. Closing low datix and allocating medium and above to manager for further review;
- Reviewing performance data using relevant tools (e.g. Insight Visuals, Case Management Spreadsheets) and identifying steps to improve performance;
- Supporting INSIGHT colleagues with data quality processes and data submissions.