

Administrator – Role Profile

Supporting the delivery of services through the provision of high-quality administrative services



WHAT I AM ACCOUNTABLE FOR:

Providing a full administrative service including:

- Providing a professional reception and telephone service to people we support, visitors and partner agencies
- Responding to queries from people we support and partner agencies and escalating queries outside of scope of role
- Handling incoming correspondence including referrals and letters and ensuring appropriately actioned and responded to
- Ensuring high quality, timely and accurate correspondence with partner agencies and people we support
- Managing stock levels for essential items within the service
- Ordering stock and equipment required through approved suppliers
- Ensuring service health and safety standards are maintained and that accurate records are kept of all health and safety activities
- Ensuring security and appropriate use of petty cash
- Ensuring all activities completed are appropriately documented on client electronic case record
- Accurate inputting of data within electronic client records
- Ensuring accurate records are maintained of meetings within the service
- Providing admin support as appropriate to staff within the service (e.g. letters, photocopying, scanning, printing)
- Engaging and contributing fully with the training and development on offer
- Reviewing your own performance and development needs, taking in part in competency assessment to identify further training and development requirements.

HOW I OPERATE:

Values Led Leadership

- I work together with others to get the best possible outcomes;
- I put the people we support at the heart of everything I do;
- I treat others with respect, actively listen and embrace others points of view;
- I maintain a high level belief in the abilities of people we support and model a non judgemental approach;
- I maintain professional boundaries and present a professional image at all times;
- I actively seek opportunities to develop myself;
- I take ownership and accountability for my actions and decisions.

WHAT I NEED:

Skills/Knowledge

Essential :

- Ability to use Microsoft office applications to an intermediate standard
- Ability to work as part of a team, demonstrating support to other team members and other teams
- Good written and oral communication skills
- Attention to detail and accuracy in work
- Customer focused approach to both internal and external customers

Desirable :

- Previous experience of working in a health and social care setting

Administrator Role Expectations



PEOPLE:

- Working under the guidance and supervision of Senior Administrator and/or Admin Team Leader
- Working as part of a team with colleagues including providing cover for planned and unplanned absences
- Professionally greeting and assisting people we support, visitors and contractors creating a welcoming environment in our services
- Professionally handling telephone calls, ensuring contacts are documented and communicated to relevant staff.
- Actively participate in team meetings and other service meetings
- Liaising with colleagues and team members to understand admin requirements.
- Undertaking training to enhance skills, knowledge and practice
- Seeking advice/ support from colleagues to support your own learning and development
- Actively engaging in your own supervision, Ongoing Personal Review and Personal Development Planning Process
- Shadowing colleagues to support your own learning and development
- Ensuring an environment free from discrimination
- Prioritising safeguarding of children and vulnerable adults and escalating any concerns

PROCESS:

- Production of letters/emails and distribution via Royal Mail, Docman and email as appropriate.
- Accurately recording incoming referrals and taking actions in line with service processes to book appointments/allocate
- Maintaining stock levels for stationery, vaccinations, medical supplies, office supplies and ordering equipment, raising purchase orders as required through approved suppliers.
- Production, distribution and documentation of prescriptions following TPs prescribing processes.
- Ensuring health and safety checks are completed and recorded appropriately.
- Ensuring any health and safety issues, equipment failures, day to day repairs are reported and repaired promptly.
- Issuing petty cash and ensuring receipts are recorded appropriately.
- Recording events on CIM to document any administrative activities undertaken with service users (e.g. phone calls, letters)
- Scanning documents and attaching to electronic case record.
- Taking accurate minutes and actions for service meetings
- Inputting data as required on electronic client record and spreadsheets