

# Senior Administrator – Role Profile



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

## WHAT I AM ACCOUNTABLE FOR:

### People Management

- Leading a small team of administrative staff within the service to deliver high quality administrative services;
- Direct line management and supervision of administrators within my service including workload allocation;
- Management of all HR related matters within team including authorisation and management of absence;

### Oversight of administrative services:

- Leading on ensuring efficient administrative processes within the service;
- Overseeing the local financial system including purchase orders and petty cash;
- Overseeing local health and safety systems and records;
- Leading on stock management and ordering;
- Overseeing and providing administrative services including reception services, telephone support, referrals, correspondence and general administrative support;
- Providing regular monitoring and measurement statistics and carrying out data validation and accuracy checking exercises;
- Compiling data for audit and outcome monitoring purposes;
- Ensuring accurate records are maintained of meetings within the service
- Ensuring all activities completed are appropriately documented on client electronic case record
- 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 create an inclusive and positive environment to enable my team to thrive;
- 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 and my team;
- I take ownership and accountability for my actions and decisions.

## WHAT I NEED:

### Skills \ Knowledge

#### *Essential :*

- Ability to demonstrate leadership and management skills required
- Experience of office management
- Ability to use Microsoft office applications to a high standard
- Ability to work as part of a team, demonstrating support to other team members and other teams
- Good written and oral communication skills
- Customer focused approach to both internal and external customers

#### *Desirable :*

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

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## Role Expectations



### PEOPLE:

- Working under the guidance and supervision of Admin Team Leader and Operations Managers to understand admin requirements and ensure needs are met;
- Creating a positive environment within admin team where success is celebrated and colleagues feel motivated and valued;
- Overseeing 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;
- 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
- Ensuring an environment free from discrimination
- Prioritising safeguarding of children and vulnerable adults and escalating any concerns

### PROCESS:

- Overseeing service stock maintenance and ordering processes including raising and receipting purchase orders, ensuring goods received and recording on Purchase Point;
- Ensuring timely petty cash returns completed and activity accurately recorded;
- Ensuring health and safety records are complete and up to date (e.g. safety checks, PPMs, safety certificates);
- Supporting the development and updating Business Continuity Plans and conducting tests/walk throughs;
- Ensuring admin team delivers administrative requirements of service and any issues or concerns are escalated;
- 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
- Production, distribution and documentation of prescriptions following TPs prescribing processes.
- Recording events on CIM to document any administrative activities undertaken with service users (e.g. phone calls, letters)
- Taking accurate minutes and actions for service meetings
- Inputting data as required on electronic client record and spreadsheets. Carrying out data collection and analysis for audit and outcome monitoring;