

JOB DESCRIPTION – ADMINISTRATION TEAM LEADER - SERVICE

Job title	Administration Team Leader - Service
Service/Department	Service Performance
Reports to (Job title)	Service Manager – Nominated Manager
Grade	4
Job purpose	<p>To lead and develop the administration team to deliver high quality administrative support services including office management and reception services to internal and external customers as directed by the line manager in line with the Business Plan and Turning Points policies and procedures.</p> <p>To ensure the administration team provide:</p> <ul style="list-style-type: none"> timely and accurate provision of administrative support deal with all customers whilst applying Turning Point policies and procedures effectively work effectively and collaboratively with all central support functions in the delivery of their roles <p>To ensure Turning Points vision and values are embedded in the administration team.</p>
Key accountabilities	<p>Delivery & Quality of the service provided: To ensure quality standards are maintained by:</p> <ul style="list-style-type: none"> Monitoring team's performance to ensure it meets expectations and agreed performance criteria Reporting variances to expected team performance to the line manager Monitoring contract performance where required to do so by the line manager Participating and utilising management information and data collection systems as appropriate Participating in continuous improvement initiatives and support change Addressing delivery or quality issues within the team <p>Delivery of Administration services : To ensure all administrative support services are effectively delivered by the administration team through:</p> <ul style="list-style-type: none"> Maintaining all documents, files, systems, records in an orderly and up to date manner meeting Turning Point's internal standards and external regulatory requirements where applicable Providing regular monitoring, measurement of statistics, analysis and reports as required Preparing, printing and distributing documents, forms, records, letters, etc. as required Undertaking all ad hoc office duties such as typing, faxing, photocopying as and when necessary Ordering stationary, supplies and equipment as appropriate to the teams needs gaining approval for expenditure in line with Turning Point's procedures Processing the purchasing of all goods/services within services Ensuring agency staffing claims are processed accurately and on time

	<ul style="list-style-type: none"> ▪ Managing local petty cash provision, ensuring accurate information is provided to central finance ▪ Banking sundry service income, providing accurate information and documentation to central finance ▪ Also in residential services to: <ul style="list-style-type: none"> ○ Record and report to central finance key information regarding all residents' benefit status and housing benefit claims, reporting occupancy levels, and banking and reporting on all income collected within a service ○ Monitor and record resident loans, banking and reporting all repayments <p>Office Management: To ensure that the administration team are effectively undertaking 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 NCP <p>Reception: To manage the administration team so they are providing 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 areas are tidy, presentable and championing the TP brand <p>People Management: To lead, manage and develop the team by:</p> <ul style="list-style-type: none"> • Encouraging a working environment of continuous improvement at both an individual and team level • Building a co-operative and collaborative team that is flexible and adaptable to changing requirements • Assigning work to team members, monitoring and supervising the day-to-day delivery and quality standards of the work • Openly and honestly participating in regular performance management by agreeing objectives, performance measures, giving regular feedback, assessing performance and identifying and supporting development plans. • Providing effective coaching to team members in the required technical and behavioural competencies • Agreeing and implementing plans for reaching and maintaining performance standards • Actively monitoring and managing attendance, absence, grievances, disciplinary etc and taking appropriate action <p>Financial management : To monitor the team's expenditure and contribute to financial targets by;</p> <ul style="list-style-type: none"> ▪ Reviewing costs of the team and activities undertaken by the team ensuring they are as cost effective as possible <p>Health and Safety: To ensure Health and Safety standards are communicated and understood by the team ensuring that they are met by all members and</p>
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	<p>risk is mitigated to the lowest level possible by:</p> <ul style="list-style-type: none"> ▪ Being responsible for any Health and Safety concerns are reported and managed though action being taken in an effective and timely manner ▪ Ensuring that task-based risk assessments and reviews are undertaken and that identified risks are managed and mitigated where possible ▪ Ensuring staff take responsibility for their own and others safety ▪ Ensuring staff comply with partner Health and Safety policies and producers where appropriate <p>Compliance: To ensure compliance of the team with internal and external standards and codes of conduct by:</p> <ul style="list-style-type: none"> a) Meeting all regulatory requirements b) Complying with Turning Point's Code of Conduct, policies and procedures <p>Miscellaneous:</p> <ul style="list-style-type: none"> a) To undertake any other reasonable request from the line manager
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Dimensions	No. of direct reports	4 - 10
	Total staff overseen	4 - 10
	Internal contacts	Team members, Service Staff, Central support key contacts, other Admin Team Leaders, Service & Regional Managers
	External contacts	Clients, Suppliers, Partners
	Planning timescales	Daily to Quarterly outlook with an eye on the annual business plan
	Nature of problems solved	Problems resolved within team and with interdependences with other teams particularly the nominated services and central support.
	Financial authority limits	TBD