

Senior Administrator – Role Profile

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

WHAT I AM ACCOUNTABLE FOR:

Oversight of administrative services:

- Leading on ensuring efficient administrative processes within the service;
- Support with oversight of 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 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:

Essential :

- Ability to demonstrate leadership and management skills when 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

- Ensuring an environment free from discrimination
- Prioritising safeguarding of children and vulnerable adults and escalating any concerns

GREEN



Senior Administrator Role Expectations

PEOPLE:

- Working under the guidance and supervision of Quality and Governance Manager and Senior Management Team 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;
- 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;
- 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

GREEN

PROCESS:

- Supports the oversight of 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.
- 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;