

## JOB DESCRIPTION

<b>Job title</b>	Administrator - service
<b>Sector/Function</b>	
<b>Department</b>	
<b>Reports to</b>	Administration Manager
<b>Grade</b>	2

<b>Job purpose</b>	<p>To contribute to the overall success of the service's objectives and maintain effective service delivery by:</p> <ul style="list-style-type: none"> <li>• Ensuring timely and accurate provision of administrative support</li> <li>• Dealing politely with all customers whilst remaining within procedures</li> <li>• Highlighting and referring any decisions required outside the scope of this profile.</li> </ul>
<b>Key accountabilities</b>	<p><b>1. Service Delivery &amp; Quality</b></p> <p>To ensure quality standards are maintained by:</p> <ul style="list-style-type: none"> <li>▪ Communicating clearly and concisely with customer group providing information on systems and procedures operating within the respective service</li> <li>▪ Responding to customer queries on a timely basis answering them where possible and referring to appropriate person where necessary.</li> <li>▪ Ensuring that confidentiality as required under Data Protection is strictly maintained reporting any perceived breaches to the line manager</li> <li>▪ Communicating with external customers as required ensuring that a professional image of Turning Point is maintained at all times</li> <li>▪ Working effectively and flexibly as part of the team assisting others and sharing knowledge openly and willingly</li> </ul> <p><b>2. Own Development</b></p> <p>To continuously review own performance and development needs to assist growth and development by:</p> <ul style="list-style-type: none"> <li>▪ Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. Participating in training and other development opportunities as agreed within the Performance Management process</li> </ul> <p><b>3. Health and Safety</b></p> <p>To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by:</p> <ul style="list-style-type: none"> <li>▪ Maintaining good housekeeping standards within own work area immediately reporting hazards and ensuring they are resolved in a timely manner</li> <li>▪ Bringing to the attention of the relevant party any hazards identified outside of own work area</li> </ul>

	<p><b>4. Compliance</b></p> <p>To ensure compliance with internal and external standards and codes of conduct by:</p> <ul style="list-style-type: none"> <li>▪ Meeting all regulatory requirements</li> <li>▪ Complying with Turning Point's Code of Conduct, policies and procedures</li> </ul>
	<p><b>5. Miscellaneous</b></p> <p>To undertake any other reasonable request from the line manager</p>
	<p><b>6. Administration</b></p> <p>To ensure all administrative support systems are effective by:</p> <ul style="list-style-type: none"> <li>▪ Maintaining all files in an orderly and up to date manner meeting Turning Point's internal standards and external regulatory requirements where applicable</li> <li>▪ Providing regular monitoring and measurement statistics as required</li> <li>▪ Preparing, printing and distributing standard forms, documents, letters, etc. as required</li> <li>▪ Undertaking ad hoc office duties such as typing, faxing, photocopying as and when necessary</li> <li>▪ Ordering stationary, supplies and equipment as appropriate to the team's need gaining approval for expenditure in line with Turning Point's procedures</li> </ul>
	<p><b>7. Office Management</b></p> <p>To undertake general office management, including premises maintenance and housekeeping by:</p> <ul style="list-style-type: none"> <li>▪ Dealing with approved contractors with regards to Fire Alarm, health and safety issues etc</li> <li>▪ Maintaining, servicing and replacing equipment including photocopiers, fax machines, franking machines and phones</li> <li>▪ Arranging travel and accommodation</li> <li>▪ Raising purchase orders and maintaining NCP</li> </ul>
	<p><b>8. Reception</b></p> <p>To provide an efficient, courteous and responsive reception and telephone service to internal and external customers by:</p> <ul style="list-style-type: none"> <li>▪ Greeting and assisting visitors including TP Staff, Service Users, Contractors etc</li> <li>▪ Directing customers to appropriate point of contact</li> <li>▪ Ensuring that reception area is tidy, presentable and championing the TP brand.</li> </ul>

<b>Dimensions</b>	Direct reports	
	Total staff overseen	
	Internal contacts	Internal customers
	External contacts	Visitors, suppliers.
	Planning outlook	
	Problems solved	
	Financial authority	Deals with Petty Cash, Barclaycard, and checks invoices.

## PERSON SPECIFICATION

<b>Job title</b>	Administrator
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<b>Personal effectiveness</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>Ability to work as part of a team, demonstrating support to other team members and other teams.</li> <li>Customer and focussed approach to both internal and external customers.</li> </ul>	

<b>Technical effectiveness</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>Ability to use Microsoft office applications to an intermediate standard.</li> </ul>	

<b>Acquired experience &amp; qualifications</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>Relevant typing qualifications.</li> </ul>	

<b>Other requirements</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>Ability to work under pressure and meet deadlines.</li> <li>Good written and oral</li> </ul>	

	<p>communication skills.</p> <ul style="list-style-type: none"><li>• Relevant transport to enable to attend meetings/cover etc across the county.</li></ul>	
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