**JOB DESCRIPTION**

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| **Job title** |  Administrator  |
| **Sector/Function** | Mental Health |
| **Department** | Herts Mental Health Services. Midpoint, CNS, CSS, YOD, Housing link, Hastings Sanctuary, Dual diagnosis, Herts Choices.(provide admin support for other services when covering for annual leave |
| **Reports to** |  Team Leader / Project Worker depending on service model.  |
| **Grade** |  2 |
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| **Job purpose** |   |
|  | To contribute to the overall success of the service’s objectives and maintain effective service delivery by:* Ensuring timely and accurate provision of administrative support
* Dealing politely with all customers whilst remaining within procedures
* Highlighting and referring any decisions required outside the scope of this profile
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 | To ensure quality standards are maintained by:* Communicating clearly and concisely with customer group providing information on systems and procedures operating within the respective service
* Responding to customer queries on a timely basis answering them where possible and referring to appropriate person where necessary.
* Ensuring that confidentiality as required under Data Protection is strictly maintained reporting any perceived breaches to the line manager
* Communicating with external customers as required ensuring that a professional image of Turning Point is maintained at all times
* Working effectively and flexibly as part of the team assisting others and sharing knowledge openly and willingly
* On a daily basis be responsible for the answering of the out reach phone, supporting service users and booking of appointments for workers.
* To monitor and collate all east of England Outcomes on a quarterly basis.
* To Report on a weekly basis, to the Operations Manager and Regional Operations Manager all outcomes / contract compliance regarding service user activity.
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|  | To continuously review own performance and development needs to assist growth and development by:* Participating in open two-way dialogue during OPR meetings agreeing own task and development objectives and reviewing these and overall performance.
* Participating in training and other development opportunities as agreed within the Performance Management process.
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| **3. Health & Safety** | To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by:* Maintaining good housekeeping standards within own work area immediately reporting hazards and ensuring they are resolved in a timely manner
* Bringing to the attention of the relevant party any hazards identified outside of own work area
* Booking of repairs / suppliers as required.
* To work in accordance with Work instructions.
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|  | To ensure compliance with internal and external standards and codes of conduct by:* Meeting all regulatory requirements
* Complying with Turning Point’s Code of Conduct, policies and procedures
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|   | To ensure all administrative support systems are effective by:* Maintaining all files in an orderly and up to date manner meeting Turning Point’s internal standards and external regulatory requirements where applicable
* Providing regular monitoring and measurement statistics as required
* Preparing, printing and distributing standard forms, documents, letters, etc. as required
* Undertaking ad hoc office duties such as typing, faxing, photocopying as and when necessary
* Ordering stationary, supplies and equipment as appropriate to the team’s need gaining approval for expenditure in line with Turning Point’s procedures
* Undertake investigation minutes / note taker as required.
* Undertake meeting minutes as required.
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|  |  | To undertake general office management, including premises maintenance and housekeeping by:* 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 for all staff
* Raising purchase orders and maintaining purchase point for all services in current patch and deputising for all south services in the absence of other administrators.
* Undertake any administration duties as required by Regional Operations Manager.
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|  |  | To provide an efficient, courteous and responsive reception and telephone service to internal and external customers by:* Greeting and assisting visitors including TP Staff, Service Users, Contractors etc
* Directing customers to appropriate point of contact
* Ensuring that reception area is tidy, presentable and championing the TP brand
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| *Financial (limits/mandates etc.)** Responsible for handling petty cash (typically up to £1500)
* Supports management of service user monies in line with local and organisational policies and procedures
* Barclaycard, and checks invoices
* Administration finances for all south MH services as required.
 | *Non-financial (customers/staff etc)** Provide general support for any service users, and signpost to support staff.
* Provide basic telephone support to service users whilst booking appointments
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| **Main Contacts (external and internal)** |
| *Contact group** Service Users
* Service Manager/Team Leader/Supervisor
* Team Members
* Carers/Friends/Family members
* Regulatory bodies
* Local community members
* TP staff
 | *Frequency** Daily
* Daily
* Daily
* As required
* As required
* As required

As required | *Purpose** Provide support and guidance. Ensure service delivery effectiveness and user involvement/consultation
* Guidance, support, advice and provision of information
* To deliver service and provide reciprocal support/guidance as required
* Provide support and guidance. Service user reviews, finances and health
* Service monitoring and review
* Community issues
* All admin duties
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