**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 | |  |
|  | 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. | |
|  | 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. | |
| **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. | |
|  | 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 | |
|  | 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. | |
|  |  | 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. | |
|  |  | 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 |