

JOB DESCRIPTION

Job title	Administrator
Sector/Function	Mental Health
Department	Beach House
Reports to	Operations Manager
Grade	2

Job purpose		
	<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"> 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 	
	1.	<p>To ensure quality standards are maintained by:</p> <ul style="list-style-type: none"> 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 To Report on a weekly basis, to the Operations Manager and Locality manager all outcomes / contract compliance regarding service user activity.
		<p>To continuously review own performance and development needs to assist growth and development by:</p> <ul style="list-style-type: none"> 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	<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"> 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

		<ul style="list-style-type: none"> ▪ Booking of repairs / suppliers as required. ▪ To work in accordance with Work instructions.
		<p>To ensure compliance with internal and external standards and codes of conduct by:</p> <ul style="list-style-type: none"> ▪ Meeting all regulatory requirements ▪ Complying with Turning Point's Code of Conduct, policies and procedures
		<p>To ensure all administrative support systems are effective by:</p> <ul style="list-style-type: none"> ▪ 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. ▪ Taking the lead on Archiving in accordance with Turning Point's procedures
		<p>To undertake 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, printers, and phones ▪ Arranging travel and accommodation for all staff ▪ Raising purchase orders and maintaining Purchase Point for all services in current patch ▪ Undertake any administration duties as required senior management ▪ Collecting, recording, and banking personal service charge payments from clients and sending to finance ▪ Weekly submission of client rent cards to inform Finance to any changes to residents in the service (moving in or leaving) ▪ Monthly finance audits ▪ Submission of petty cash floats ▪ Purchase point responsibility to raise Purchase Order Number and submit invoices to Finance department, ensure coding is appropriate ▪ Compliant and trained in medication administration as per Turning Point's policy and procedure

		<ul style="list-style-type: none"> Ensuring that housing benefit applications are completed for residents as well as informing Council Tax when resident joins or leaves the service. Annual rent reviews and adapting to changes in the new financial year
		<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"> 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 Liaising with Finance department, the Property department, and staff on site.
<p><i>Financial (limits/mandates etc.)</i></p> <ul style="list-style-type: none"> Responsible for handling petty cash (amount tbc) Supports management of service user monies in line with local and organisational policies and procedures Barclaycard, and checks invoices Administration finances 		<p><i>Non-financial (customers/staff etc)</i></p> <ul style="list-style-type: none"> Provide general support for any service users, and signpost to support staff.

Main Contacts (external and internal)		
Contact group	Frequency	Purpose
<ul style="list-style-type: none"> Service Users 	<ul style="list-style-type: none"> Daily 	<ul style="list-style-type: none"> Provide support and guidance. Ensure service delivery effectiveness and user involvement/consultation
<ul style="list-style-type: none"> Service Manager /Supervisor Team Members 	<ul style="list-style-type: none"> Daily Daily 	<ul style="list-style-type: none"> Guidance, support, advice and provision of information
<ul style="list-style-type: none"> Carers/Friends/Family members 	<ul style="list-style-type: none"> As required 	<ul style="list-style-type: none"> To deliver service and provide reciprocal support/guidance as required
<ul style="list-style-type: none"> Regulatory bodies Local community members TP staff 	<ul style="list-style-type: none"> As required As required As required 	<ul style="list-style-type: none"> Provide support and guidance. Service user reviews, finances and health Service monitoring and review Community issues All admin duties