

Administrator – Role Profile

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



WHAT I AM ACCOUNTABLE FOR:

Providing a full administrative service including:

- Providing a professional reception and telephone service to people we support, visitors and partner agencies
- Responding to queries from people we support and partner agencies and escalating queries outside of scope of role
- Handling incoming correspondence including referrals and letters and ensuring appropriately actioned and responded to
- Ensuring high quality, timely and accurate correspondence with partner agencies and people we support
- Managing stock levels for essential items within the service
- Ordering stock and equipment required through approved suppliers
- Ensuring service health and safety standards are maintained and that accurate records are kept of all health and safety activities
- Ensuring security and appropriate use of petty cash
- Ensuring all activities completed are appropriately documented on client electronic case record
- Accurate inputting of data within electronic client records
- Ensuring accurate records are maintained of meetings within the service
- Providing admin support as appropriate to staff within the service (e.g. letters, photocopying, scanning, printing)
- 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 training and development requirements.

HOW I OPERATE:

Values Led Leadership

- 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;
- I take ownership and accountability for my actions and decisions.

WHAT I NEED:

Skills \ Knowledge

Essential :

- Ability to use Microsoft office applications to an intermediate standard
- Ability to work as part of a team, demonstrating support to other team members and other teams
- Good written and oral communication skills
- Attention to detail and accuracy in work
- Customer focused approach to both internal and external customers

Desirable :

- Previous experience of working in a health and social care setting

Administrator Role Expectations



PEOPLE:

- Working under the guidance and supervision of Senior Administrator and/or Admin Team Leader
- Working as part of a team with colleagues including providing cover for planned and unplanned absences
- 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
- Liaising with colleagues and team members to understand admin requirements.
- Undertaking training to enhance skills, knowledge and practice
- Seeking advice/ support from colleagues to support your own learning and development
- Actively engaging in your own supervision, Ongoing Personal Review and Personal Development Planning Process
- Shadowing colleagues to support your own learning and development
- Ensuring an environment free from discrimination
- Prioritising safeguarding of children and vulnerable adults and escalating any concerns

PROCESS:

- Production of letters/emails and distribution via Royal Mail, Docman and email as appropriate.
- Accurately recording incoming referrals and taking actions in line with service processes to book appointments/allocate
- Maintaining stock levels for stationery, vaccinations, medical supplies, office supplies and ordering equipment, raising purchase orders as required through approved suppliers.
- Production, distribution and documentation of prescriptions following TPs prescribing processes.
- Ensuring health and safety checks are completed and recorded appropriately.
- Ensuring any health and safety issues, equipment failures, day to day repairs are reported and repaired promptly.
- Issuing petty cash and ensuring receipts are recorded appropriately.
- Recording events on CIM to document any administrative activities undertaken with service users (e.g. phone calls, letters)
- Scanning documents and attaching to electronic case record.
- Taking accurate minutes and actions for service meetings
- Inputting data as required on electronic client record and spreadsheets

Criminal Justice Administrator Role



Job Summary:

The Criminal Justice Admin Worker will play a crucial role in ensuring the smooth operation of our drug and alcohol service by liaising with prisons, processing court-ordered referrals, managing staff diaries, and supporting the team manager in various administrative tasks. This position requires excellent organizational skills, attention to detail, and the ability to work collaboratively with multiple stakeholders.

Key Responsibilities:

- 1. Liaison with Prisons:** Communicate with prison staff to track releases and ensure continuity of care for clients transitioning from prison to community services. This takes the form of booking assessments into key worker diaries. Monitor and report on client progress and any issues related to their release and care.
- 2. Court-Ordered Referrals:** Process court-ordered referrals efficiently and accurately. Manage the diaries for six staff members, booking in court, police or probation referrals.

- 3. Data Management:** Collate data for quarterly contract reviews. Support the team manager in monitoring and reporting on grant-funded roles and progress against organizational ambitions.

- 4. Partnership Meetings:** Join partnership meetings alongside the manager for tracking and auditing purposes. Ensure accurate documentation and follow-up on action items from meetings.

- 5. Prescribing Management:** Ensure no gaps in prescribing for clients transferring into the area. Coordinate with healthcare providers to maintain seamless medication management for clients.

Personal Attributes:

- Detail-oriented and methodical.
- Proactive and able to manage multiple tasks simultaneously.
- Empathetic and understanding of the challenges faced by clients in the criminal justice system.
- Collaborative and able to build strong working relationships with internal and external stakeholders.

Full-time position - Hybrid Office/home-based - 37 hours per week.