

**Job Description – Administration Team Leader**

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| Responsible to | Deputy Service Manager – NHS Manchester Talking Therapies (The Big Life Group). |
| Salary | £27,350 (NJC scale, point 14) |
| Hours per week | 37.5 |
| Annual Leave per annum | 25 (rising to 30 days after 5 years) |
| Main base | Oakland House, Manchester, M16 0PQ. (Travel to other sites will be necessary) |
| Contract | Permanent |
| Level of DBS check | Enhanced |

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| Main aims of the post |
| 1. To work within the Administrative Leadership Team to support admin team members to deliver the service or project to a high standard. 2. To supervise and line manage a number of administrative staff, ensuring staff are supported and confident in their roles, working on individual development. 3. To work within the Administrative Leadership Team and with the Deputy Service Manager to manage recruitment and development of the team. 4. To work with the Administrative Leadership Team and Deputy Service Manager to improve and develop service process. 5. To work with Administration Teams and support tasks where necessary. |

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| **Main duties of the post** |
| 1. To effectively line manage a team of staff to ensure that the team are cohesive and work well together |
| 1. To monitor and analyse the processes and effectiveness of the administrative service provided to clients |
| 1. To provide advice, support, and guidance to team members, including supporting with client complaints |
| 1. To ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures |
| 1. To help staff understand the KPI’s and individual targets for the service, and help staff achieve them through regular supervision and support |
| 1. To develop and implement innovative ways of working with staff and service users including processes to assist with increased efficiency, to save money and to ensure regular service improvements |
| 1. To deliver or facilitate training and development opportunities for the team as required, including practitioners and other staff within the service |
| 1. To ensure that relevant data and information is collected and where necessary collated for reports and recording |
| 1. To feedback targets and KPIs to the Deputy and Service Manager |
| 1. To ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures |
| 1. To develop and maintain relationships with internal and external organisations and agencies |
| 1. To carry a personal caseload *where necessary* and undertake appropriate administrative duties for the post – including tasks allocated to teams to ensure the service runs smoothly and within targets |
| 1. To manage relevant financial transactions in line with BLG financial procedures (petty cash, purchases, cash handling, EREQS) |
| 1. To provide information for the Deputy Service Manager to ensure that the service is compliant with relevant external regulatory requirements |
| 1. To represent the team and organisation at external events |
| 1. To provide cover for the Administration Team Leaders and to cover admin tasks as needed to ensure smooth and continuous running of the service |

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| **General work-related expectations** |
| 1. To work within the Big Life group’s mission and values |
| 1. To contribute to the development of the Big Life group |
| 1. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding |
| 1. To commit to own personal development and attend training or development activities as required |
| 1. To work in accordance with all relevant legislation |
| 1. To undergo regular supervision, including peer supervision and at least an annual appraisal |
| 1. To produce reports and documents as required by Self Help Services’ senior management |
| 1. To work as part of a team |
| 1. To be responsible for ensuring the provision of high quality, effective services |
| 1. To support and promote user involvement in all aspects of service development and delivery |
| 1. To undertake any other duties as required, and as appropriate to the post |

**Minimum Training required for this post.**

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| Course title | Needed for this post | Frequency | Other notes |
| Group induction | ✓ | Once |  |
| Mission and Values | ✓ | Once |  |
| New Managers | ✓ | Once |  |
| Confident Managers | ✓ | Once | Discuss with line manager |
| Safeguarding training Adults and Children | ✓ | Every 3 years |  |
| Safeguarding for Managers | ✓ | Every 3 years |  |
| Designated Safeguarding Officer Training | ⬩ |  | Potentially dependant on team size |
| Health and Safety (external IOSH)  Fire Marshall  First Aid at Work | ⬩ | Every 3 years | Potentially dependant on team size |
| Health and Safety internal/briefing | ✓ | Annual |  |
| Information Governance | ✓ | Once | Annual refresh |
| Equality and Diversity | ✓ | Every 3 years | Updates as legislation changes |

Attendance at other training courses will need to be discussed with your line manager.



**Person Specification – Administration Team Leader**

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The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test

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| **Area** | **Method of Assessment** | **Essential- Desirable** |
| **1. Employment Experience** |  |  |
| * 1. Experience of working in a busy office environment and managing a demanding workload | A/I | Essential |
| * 1. Experience of line managing staff or managing a project | A/I | Desirable |
| * 1. Experience of working with a range of service providers and stakeholders | A/I | Desirable |
| * 1. Experience of developing and improving services and projects | A/I | Essential |
| * 1. Experience of effectively working under pressure in a dynamic environment | A/I | Essential |
| **2. Educational Background/Training** |  |  |
| 2.1 High level of literacy demonstrating attention to  detail and accuracy | A/I/T | Essential |
| 2.2 High level of computer literacy (Word, database  experience, outlook email & calendars, PowerPoint,  Excel) | A/I/T | Essential |
| **3 Knowledge** |  |  |
| 3.1 Knowledge and understanding of Common Mental  Health Problems | A/I | Desirable |
| 3.2 Knowledge of the local area your service is based in (community groups, services available as well as local demographics) | A/I | Desirable |
| **4 Skills** |  |  |
| 4.1 Well developed skills in the ability to communicate.  effectively orally and / or in writing and the ability to produce documents to a professional standard, including minutes | A/I/T | Essential |
| 4.2 Excellent Team working skills | A/I | Essential |
| 4.3 Ability to effectively manage staff and teams | A/I | Essential |
| 4.4 Ability to effectively work with a range of people from different skills and backgrounds, both internally and externally | A/I/T | Essential |
| 4.5 Ability to manage own workload | A/I | Essential |
| 4.6 Ability to work on own initiative | A/I | Essential |
| 4.7 Ability to successfully contribute towards bids and tenders | A | Desirable |
| **5 Personal** |  |  |
| 5.1 Experience and understanding of Mental Health  Services with a desire to work within 3rd sector organisations | A/I | Desirable |
| * 1. Personal experience of managing common mental health Problems | A | Desirable |
| * 1. Willingness to support colleagues and assist wherever possible | A/I | Essential |
| * 1. Personal resilience and flexible attitude in the face of difficulties | A/I | Essential |
| * 1. Commitment to working towards the Big Life group’s missions and values including having a non-judgemental approach | A/I | Essential |
| * 1. Commitment to personal development and willingness to regularly update skills and experience | A/I | Essential |

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| **LEADERSHIP COMPENTENCY** | **Method of Assessment** |
| **SHAPES AND MANAGES STRATEGY** |  |
| 1. Inspires a sense of purpose and direction | Interview |
| 1. Focuses strategically | Interview |
| 1. Interprets and analyses information (including financial) and opportunities | Interview |
| 1. Shows judgement, intelligence, and common sense | Interview |
| **DRIVES RESULTS** |  |
| 1. Builds organisational skill and responsiveness | Interview |
| 1. Marshals professional expertise | Interview |
| 1. Steers and implements change and deals with uncertainty | Interview |
| 1. Delivers intended results | Interview |
| 1. Manages Resources | Interview |
| **BUILDS PRODUCTIVE RELATONSHIPS** |  |
| 1. Nurtures internal and external relationships | Interview |
| 1. Facilitates cooperation and partnerships | Interview |
| 1. Values individual differences and diversity | Interview |
| 1. Guides, coaches, and develops people | Interview |
| 1. Skill sharing | Interview |
| **EXEMPLIFIES PERSONAL INTEGRITY AND SELF AWARENESS** |  |
| 1. Demonstrates the group values, professionalism, and probity | Interview |
| 1. Engages with risk and shows personal courage | Interview |
| 1. Commits to action | Interview |
| 1. Displays resilience | Interview |
| 1. Demonstrates self-awareness and a commitment to personal development | Interview |
| 1. Self-Management | Interview |
| **COMMUNICATES and INFLUENCES EFFECTIVELY** |  |
| 1. Communicates clearly | Interview |
| 1. Listens, understands, and adapts to audience | Interview |
| 1. Negotiates persuasively | Interview |
| 1. Influencing | Interview |