

**Job Description – Administrator**

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| **Responsible to** | **Administration Team Leader** |
| Salary | £24,790 point 5 NJC scale |
| Hours per week | 37.5 |
| Annual Leave per annum | 25 days per annum |
| Main base | Lock 50 Business Centre, Oldham Road, Rochdale, OL16 5RD (Travel to other sites may be necessary) |
| Contract | Permanent |
| Level of DBS check | Standard |

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| **Main aims of the post** |
| To support and organise the administrative functions of a service or business.  To facilitate the smooth running of the business and the retention of relevant data and information. |

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| **Main duties of the post** |
| 1. To be the first point of contact for enquiries or information which may involve calls from upset, distressed or people in crisis |
| 1. To collate, analyse and disseminate data and information as required |
| 1. To ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures |
| 1. To direct communication as necessary, by phone, email or face to face |
| 1. To assist with managing the post and main service emails |
| 1. To assist with the sending of key documents to GPs and Primary Care Mental Health Teams |
| 1. To assist with the provision of training to new practitioners on the use of the database and other internal systems |
| 1. To assist with inputting patient referrals into a Client Database system and manage referrals and discharges when required |
| 1. To gather monitoring - and other – information from clients. This may involve short telephone interviews |
| 1. To produce information, reports or other literature as necessary including meeting minutes and dissemination to the team |
| 1. To continuously improve systems and processes to assist with increased efficiency, to save money and to ensure regular service improvements |
| 1. To assist and participate with service promotion events and activities |
| 1. To book rooms for meetings or manage diaries including electronically |
| 1. Carry out monitoring processes as required, e.g., building repairs, stationery supplies |
| 1. To manage petty cash and petty cash systems |
| 1. To ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures |
| 1. Carry out any other reasonable administrative or reception duties as required |

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| **General work-related expectations** |
| 1. To work within the Big Life group’s values ethos and vision |
| 1. To contribute to the development of Self Help and 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 comply with operational reporting procedures, adhering to ethical, legal and quality standards |
| 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 | ü | Once |  |
| Mission and Values | ü | Once |  |
| Safeguarding training Adults and Children | ü | Every 3 years |  |
| Health and Safety internal/briefing | ü | Annual |  |
| Information Governance | ü | Once | Annual refresh |
| Equality and Diversity | ü | Every 3 years | Updates as legislation changes |

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

**Person Specification – Administrator**

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

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, including computers and phones | A/I/ | Essential |
| * 1. Experience working in a service that works with   clients in Primary Care or a Health Care setting | A/I | Desirable |
| * 1. Experience of diary management and dealing with   members of the public from different sectors and communities | A/I | Essential |
| 1.4 Experience of dealing with calls from distressed, upset or clients who are in crisis | **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 |
| **4 Skills** |  |  |
| 4.1 Well developed skills in the ability to communicate  effectively orally and / or in writing | A/I/T | Essential |
| 4.2 Excellent Team working skills | A/I | Essential |
| 4.3 Excellent administrative skills: data processing, multi-tasking, telephone manner | A/I/T | Essential |
| 4.4 Customer care, including managing compliments and complaints. | A/I | Essential |
| 4.5 Ability to produce documents to a professional standard, including minutes | A/I | Essential |
| 4.6 Ability to manage own workload | A/I | Essential |
| 4.7 Ability to work on own initiative | A/I/T | Essential |
| **5 Personal** |  |  |
| 5.1 Experience and understanding of Mental Health  services | A/I | Desirable |
| 5.2 A desire to work within 3rd sector organisations | A/I | Essential |
| * 1. Demonstration of empathy and value to those experiencing Common mental health distress | A/I | Essential |
| * 1. Personal experience of managing common mental health Problems (not essential) | A/I | 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 |