Job Description – Administrator

Responsible to	Administration Team Leader
Salary	£18,562 Point 3 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

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.

Main duties of the post

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

General work-related expectations

1. To work within the Big Life group's values ethos and vision
2. To contribute to the development of Self Help and the Big Life group

3.	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
4.	To commit to own personal development and attend training or development activities as required
5.	To work in accordance with all relevant legislation
6.	To undergo regular supervision, including peer supervision and at least an annual appraisal
7.	To comply with operational reporting procedures, adhering to ethical, legal, and quality standards
8.	To produce reports and documents as required by Self Help Services' senior management
9.	To work as part of a team
10.	To be responsible for ensuring the provision of high quality, effective services
11.	To support and promote user involvement in all aspects of service development and delivery
12.	To undertake any other duties as required, and as appropriate to the post

Minimum Training required for this post

Course title	Needed for this post	Frequency	Other notes
Group induction	✓	Once	
Mission and Values	✓	Once	
Safeguarding training Adults and Children	✓	Every 3 years	
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 – 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

Area		Method of Assessment	Essential-Desirable
1.	**Employment Experience**		
1.1	Experience of working in a busy office environment and managing a demanding workload, including computers and phones	A/I	Essential
1.2	Experience working in a service that works with clients in Primary Care or a Health Care setting	A/I	Desirable
1.3	Experience of diary management and dealing with members of the public from different sectors and communities	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
5.3	Demonstration of empathy and value to those experiencing common mental health distress	A/I	Essential
5.4	Personal experience of managing common mental health Problems (not essential)	A/I	Desirable
5.5	Willingness to support colleagues and assist wherever possible	A/I	Essential
5.6	Personal resilience and flexible attitude in the face of difficulties	A/I	Essential