

**Job Description – Service Administrator - Achieve Assertive Outreach**

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| Responsible to | Service Manager |
| Salary | NJC SPC 4 £19,264 |
| Hours per week | 35 |
| Annual Leave per annum | 25 days (rising to 30 days after 5 years) pro rata |
| Main base | Bury, Bolton, Salford and Trafford (TBC) travel to other locations may be necessary. |
| Contract | Permanent |
| Level of DBS check | Enhanced |

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| Main aims of the post |
| * To support and organise the administrative functions of the Achieve Assertive Outreach Service * To facilitate the smooth running of the business and the retention of relevant data and information. * To work alongside IT and Business Intelligence to produce contract monitoring and other necessary reports. * To work alongside partner agencies to ensure efficient use of data and information systems. * Ability to work in a pressurised environment effectively |

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| Main duties of the post |
| 1. To be the first point of contact for referrals, enquiries or information |
| 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 telephone or email |
| 1. To produce information, reports or other literature as necessary |
| 1. To create effective systems for the collation and storage of data |
| 1. To continuously improve systems and processes to assist with increased efficiency, to save money and to ensure regular service improvements |
| 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 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. Carry out any other reasonable administrative 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 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 and at least an annual appraisal |
| 1. To undertake any other duties as required, and as appropriate to the post |



**Person Specification - Administrator**

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; P= Presentation

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| Area | Method of assessment |
| **1.Experience** |  |
| 1. Experience of working in a busy office environment | A/I |
| 1. Experience of effectively communicating with a range of people, from different sectors and communities | A/I |
| 1. Experience of producing information for use in reports | A/I |
| 1. Experience of forming effective relationships with customers, clients and external agencies | A/I |
| 1. Experience of setting up and improving systems for improving processes | A/I |
| **2. Skills** |  |
| 1. Ability to manage different work streams at once | A/I |
| 1. Ability to use a range of different processes and systems (electronic and paper) ensure the business area runs smoothly and effectively | A/I |
| 1. Ability to communicate effectively with a range of people and groups | A/I |
| 1. Ability to effectively use IT including Word packages and databases |  |
| **3.Knowledge** |  |
| 1. Knowledge of the barriers that service users face when accessing mainstream services | A/I |
| **4.Education – qualifications required for this post** |  |
| 1. IT qualification (desirable) | A/I |
| **5. Personal** |  |
| 1. Positive and outlook and a ‘can do’ attitude | A/I |
| 1. Personal resilience and flexible attitude in the face of difficulties | A/I |
| 1. Commitment to working towards the Big Life group’s missions and values including having a non-judgemental approach | A/I |
| 1. Commitment to personal development and willingness to regularly update skills and experience | A/I |