

**Job Description – Be Well Administrator**

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| Responsible to | Be Well Administration Team Leader |
| Hours per week | 35 |
| Annual Leave per annum | 25 days (rising to 30 days after 5 years) |
| Main base | Zion Community Resource Centre, Hulme, Manchester, M15 4ZY |
| Salary | £24,790 NJC Point 5 |
| Contract | Fixed Term until 31/03/26 – may be extended |
| DBS Level | Standard/Basic |

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| Main aims of the post |
| * To support and organise the administrative functions of Be Well, the leading social prescribing service for Manchester. * First point of contact for client’s accessing the Be Well service. Contributing to a warm, friendly, trauma informed environment for client’s accessing the service. * Contribute to the timely processing of client referrals and ensuring clients are supported through the first part of their journey with Be Well. * Support the administration functions of the Be Well service in line with service need and demand. * 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 by phone and email |
| 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, letter or face to face |
| 1. To produce information, reports or other literature as necessary |
| 1. To contribute to 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 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 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 |

**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 |  |
| 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**

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 call centre/office environment for 12 months | 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 manage petty cash – and to set up appropriate systems | A/I |
| 1. Ability to effectively use IT including Word packages and databases | A/I/T |
| **3.Knowledge** |  |
| 1. Knowledge of the barriers that service users face when accessing mainstream services | A/I |
| **4. 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 |
| 1. **Reliability** – is essential within this role | A/I |