

**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
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| 1. To collate, analyse and disseminate data and information as required
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| 1. To ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures
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| 1. To direct communication as necessary, by phone, email, letter or face to face
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| 1. To produce information, reports or other literature as necessary
 |
| 1. To contribute to effective systems for the collation and storage of data
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| 1. To continuously improve systems and processes to assist with increased efficiency, to save money and to ensure regular service improvements
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| 1. To book rooms for meetings or manage diaries including electronically
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| 1. Carry out monitoring processes as required, e.g., building repairs, stationery supplies
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| 1. To manage petty cash and petty cash systems
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| 1. To ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures
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| 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
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| 1. To contribute to the development of the Big Life group
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| 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
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| 1. To work in accordance with all relevant legislation
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| 1. To undergo regular supervision and at least an annual appraisal
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| 1. To undertake any other duties as required, and as appropriate to the post
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**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 |