

|  |
| --- |
| **Care and Support Administrator** |
| **Department:** Care and Support  | **Reports to:** Director of Care and Support / Volunteering manager |
| **Direct Reports:** None |
| **Job Purpose:** |
| To efficiently coordinate administrative tasks, providing a strong level of literacy and numeracy on behalf of the Care and Support teams. To support a cohesive environment, enabling teams to manage their workloads and exceed in their roles. To be able to build effective working relationships, able to use tact and diplomacy when dealing with others and able to maintain confidentiality at all times. |
| **Key responsibilities** |
| * Provide a customer friendly service responding to all incoming calls in a courteous and helpful way
* Manage allocated Care and Support email inboxes and action accordingly and in a timely way, and where the issue is not resolved escalate within the Care and Support department
* Manage the IPOS procurement system ensuring all the required process is followed and all invoices are paid correctly and timely
* Provide administrative support to the Care and Support team, including note taking
* Managing and facilitating on-site events, ensuring relevant materials and paperwork are ready
* Responding to team requests for help and support so that the Care and support team delivers an effective and efficient service
* Administrating and Monitoring of key KPI’s
* Preparing and organising materials for training events
* To complete the CQC tracker on a weekly basis
* To prepare the on call rota, ensuring cover at all times and communication with services around any changes
* Manage and divert the on call phone
* To support the care and support team around admin relating to policy, procedure, protocols and updating of forms
* To service the risk review panel, managing the relating email inbox, ensuring paperwork has been received by all and panel meetings have been scheduled in good time
* To liaise with external consultants, setting up meetings and workshops as required
* Assisting with the volunteer recruitment and management process.
* To support the Volunteering team with ensuring all records are up to date, and all volunteers have been adequately supervised in their placements, using our online database.
* To assist with Volunteering, Community Engagement and Coproduction events.
 |
| **This job description does not reflect an exhaustive list of the requirements of the post. You are expected to undertake any other reasonable duties as decided by your line manager.** |
| **Managing self and personal skills:*** Agree to conduct yourself in line with the general standards of conduct and behaviour as detailed in the Code of Conduct; including awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and customers
* Manage your own continuing professional development, utilising available learning resources / opportunities and your own personal networks
* Demonstrate flexibility regarding working patterns, as business needs arise
 |

|  |
| --- |
| **Personal Specification**  |
| **Knowledge and Skills*** Good level of English language, literacy and numeracy skills
* Good level of IT Skills (Word, Excel, Outlook and Database)
* Highly organised with good time management skills
* Experience in an administrative role supporting a team
* Team work - working consistently, to agreed goals
* Strong organising and prioritisation skills
* Perform work with highest levels of confidentiality and integrity
* Customer focus
* Working on own initiative and without direct supervision
* A personable etiquette when dealing with people.
* Excellent problem-solving skills with an ability to research.

**Desirable*** Familiarisation with Airtable
 |

|  |
| --- |
| **Our values** |
| **Engaging***We listen to what people say, we involve people, we are honest and open* | We act responsiblyWe appreciate and respect individuals We are welcoming and inclusive  |
| **Enabling***We facilitate, we assist and we support to make things happen* | We are committed, passionate and hard working We support to people make informed choicesWe build upon excellence |
| **Empowering***We inspire and we encourage, supporting people to take control* | We are flexible and creativeWe learn, question, challenge and reflect |
| **Safeguarding statement** |
| Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment.  If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward. |