

JOB DESCRIPTION

Title:	Peripatetic Administrator
Base:	Across Calderdale & Kirklees
Contract:	37.5 hours pw.
Salary:	£17,550 – 19,500
Reports to:	Basement House Recovery Centre Team Leader

Role Summary:

Main Purpose of Post:

- To provide effective administrative support to the The Basement Recovery Project. The post holder will offer organisational, administrative and clerical services to the teams designed to contribute towards its aims and objectives.
- You will be required to work flexibly across operational sites as required and work flexibly within an agreed number of hours to maintain the most appropriate level of service provision. This may include early morning, evening and weekend working.
- You will be expected to take responsibility for personal development, identifying personal training needs and participate in regular supervision and appraisal.
- To provide a link between the Recovery Centre Coordinators (RCC), Professionals working within the team, and other agencies
- To support the publicity and marketing of the services of the Projects both internally and externally

JOB DESCRIPTION/MAIN DUTIES AND RESPONSIBILITIES:

1. Responsible for a full and efficient Administrative service to the various projects and multi-professional teams. Supporting the setting up of systems for the teams and adapting these as necessary within the developing role.
2. Responsible for the arrangement and co-ordination of meetings and the preparation of appropriate documentation for these as required.
3. Responsible for taking minutes of the various meetings within The Basement Project. Some can contain sensitive and distressing information.
4. Responsible for transcribing and then distributing the minutes with relevant documents for circulation.
5. Responsible for providing IT support to staff, drafting letters, compiling reports, devising new proformas / templates for use as assessment tools and in the preparation of PowerPoint presentations etc.. Making full use of available software for the projects' needs. Ensure letters, fax, memos and reports from the project are of high quality in terms of presentation and accuracy and adhere to Policies & Procedures.
6. Responsible for gathering statistical information.

7. Responsible for producing statistical documents, reports etc. for analysis.
8. To screen telephone calls and ensure an efficient message system is maintained for individual projects.
9. To be the first point of contact for the teams, ensure liaison, via telephone and in person with clients, carers, other professionals and external agencies. Due to the nature of the team, members are frequently out of the office and in the absence of the Team Manager and other staff, this involves assessing the urgency of the problem and taking appropriate action. To use initiative and empathy to resolve queries which may involve sensitive service user/staff issues in the Team Manager's absence delegate urgent calls, referrals and complaints to appropriate professionals within the team. This can also include dealing with clients or carers who are upset, angry, aggressive and sometimes threatening.
10. To ensure the post is opened, and sorted in order of priority and ensure that outgoing mail is delivered to relevant areas as necessary.
11. To maintain the team referral and confidential filing systems.
12. To maintain sickness and annual leave records for staff reporting to the project leads and notify Board of changes in staff circumstances.
13. Responsibility for ensuring that office equipment, stationery etc. is ordered, invoices are actioned and service and repairs carried out as appropriate.
14. To act as Health & Safety Co-ordinator for the team.

General

- a) To fully participate in the project's performance review and personal development planning process on an annual basis.
- b) Undertake training as necessary in line with the development of the post and as agreed with line manager as part of the personal development planning process.
- c) To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- d) To contribute positively to the effectiveness and efficiency of the teams in which he/she works.
- e) To undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal job rotation and absence cover.
- f) To contribute to a healthy and safe working environment by adhering to health and safety regulations and The Project's policies.
- g) The Basement Recovery Project is committed to valuing and promoting diversity in employment, service delivery practices and its' general environment. An expectation of all posts is that each individual will take responsibility for promoting open, inclusive and accessible service provision, staff development and a culture As first point of contact within the service, to ensure that telephone calls and visits from service users, outside agencies and staff are dealt with promptly and courteously, transferring calls to appropriate personnel when necessary.

Person Specification

Essential criteria:

- ✓ Experience and skills in Minute Taking
- ✓ Knowledge of general office procedures.
- ✓ IT literacy including proficiency in word processing, excel spread sheets and data entry.
- ✓ Good interpersonal skills and a willingness to work flexibly as part of a team.
- ✓ The ability to respond to appropriate requests for assistance, maintaining confidentiality whenever necessary.
- ✓ Solid numeric skills.
- ✓ Good organisational skills
- ✓ Confident and effective communication skills, both verbally and in writing.
- ✓ A professional, empathetic and non-judgmental attitude towards service users.
- ✓ The ability to respond flexibly to the demands of the post.
- ✓ The ability to work as a member of a team.
- ✓ Own vehicle and full driving license

And the ability to:

- ✓ Show a capacity to work alone and the ability to keep calm under pressure.
- ✓ Understand and have a commitment to the principles of equal opportunity and diversity.
- ✓ Show commitment to facilitating positive outcomes for service users

Desirable criteria:

- ✓ Qualification in IT/office administration

This post is subject to a Criminal Records Bureau check at an enhanced level.

Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.

Specific standards (DANOS related where appropriate) for this role include:

AA6	Promote choice, well being and the protection of all individuals
AA1	Recognise indications of substance misuse and refer individuals to specialists
AA2	Relate to, and interact with individuals
AA3	Support individuals to access and use services and facilities
AA4	Promote the equality, diversity, rights and responsibilities of individuals
AA5	Interact with individuals using telecommunications
AB1	Support individuals who are distressed
AB3	Contribute to the prevention and management of abusive and aggressive behaviour
AC1	Reflect on and develop your practice
AC2	Make use of supervision
BB1	Promote your organisation and its services to stakeholders
BD4	Promote, monitor and maintain health, safety and security in the working environment
BD3	Support the health and safety of yourself and individuals
BE2	Receive, analyse, process, use and store information
BE4	Supplying information for management control
BG5	Making and recording payments
BI5	Promote effective communication for and about individuals
BI1	Develop productive working relationships